

EMERGENCY OPERATIONS PLAN

May 2010



CRAVEN COUNTY
NORTH CAROLINA

TO: COUNTY GOVERNMENT
MUNICIPAL GOVERNMENT
RESIDENTS OF CRAVEN COUNTY

By virtue of the powers and authority vested in me as the Chairman of the Craven County Board of Commissioners, I hereby promulgate and issue the Craven County Emergency Operations Plan, dated May 3, 2010, as a regulation and guidance to provide for the protection of the residents of Craven County.

This plan outlines the coordinated actions to be taken by County officials and volunteer organizations to protect lives and property in natural or man-made disasters. It identifies forces and resources available for deployment to prevent, minimize, and recover from injury, loss of life, and destruction of property which tragically characterizes disasters.

Every attempt has been made to identify and designate available forces and resources at all levels of our government to be utilized in response to emergencies and disasters. Planning, preparation, and timely response must be our goals if all citizens of Craven County are to realize and enjoy the services and protection of our government.

This plan is effective for planning upon receipt and for execution when directed. The County Manager is responsible for the maintenance and updating of this plan, as required, in coordination with the County Emergency Service Director and appropriate participating agencies and units of government.

All County employees are subject to be assigned duties that are in addition to their normal responsibilities and are subject to work outside of their normal hours for the duration of the emergency.

This plan rescinds the Craven County Emergency Operations Plan, and all changes, dated November, 2005.

Sincerely,

Perry Morris, Chairperson
Craven County Board of Commissioners

STATEMENT OF APPROVAL

The undersigned agree to the responsibilities assigned to their organization in the Craven County Emergency Operations Plan, dated May 3, 2010.

Chairman, Craven County Board of Commissioners Date _____

County Manager, Craven County Date _____

Director, Emergency Services/Communication Date _____

Sheriff, Craven County Date _____

Director, Craven County Social Services Date _____

Director, Craven County Health Department Date _____

Superintendent, Craven County Schools Date _____

Chairman, Local Emergency Planning Committee (LEPC) Date _____

Director, Craven County Finance Office Date _____

Director, Craven County Water Department Date _____

Chairman, Coastal Carolina Chapter, ARC

Date

Craven County Tax Administrator

Date

Director, Craven County Planning and Inspections Department

Date

Director, Craven Area Rural Transportation System

Date

Director, Craven County Solid Waste & Recycling

Date

Director, Craven County Recreation Department

Date

Director, Craven County Cooperative Extension Service

Date

Volunteer and Donations Coordinator

Date

**STATEMENT OF APPROVAL
CRAVEN COUNTY EMERGENCY OPERATIONS PLAN**

The undersigned have reviewed the Craven County Emergency Operations Plan dated May 3, 2010 and agree to the interjurisdictional relationships established within the plan to protect all the citizens of Craven County.

Mayor, Town of Bridgeton

Date

Mayor, Town of Cove City

Date

Mayor, Town of Dover

Date

Mayor, City of Havelock

Date

Mayor, City of New Bern

Date

Mayor, Town of River Bend

Date

Mayor, Town of Trent Woods

Date

Mayor, Town of Vanceboro

Date

FOREWORD

The Craven County Emergency Operations Plan predetermines actions that should be taken by government agencies and private organizations in Craven County and its separate municipalities to reduce the vulnerabilities of people and property to disaster, and establish capabilities to respond effectively to the actual occurrence of a disaster. This plan supports the National Incident Management System (NIMS) and the Incident Command System (ICS) approach to enable all involved organizations to work together effectively to prevent, prepare for, respond to, and recover from domestic incidents regardless of cause, size, or complexity. Additionally, all personnel with Emergency Support Function (ESF) responsibilities will be trained on the principles of the National Incident Management System (NIMS) and integrate those principles into all ESF planning and response operations. NIMS requires a system-wide integration of skills, people, and resources. NIMS recognizes that plans developed for one type of emergency are extremely useful for other emergency situations and a significant amount of emergency operational capability can be established by addressing broadly applicable functions.

This document presents a Basic Plan which serves as a planning and organizational summary and provides overall logistical guidance for implementation of the supporting ESF annexes. The ESF annexes define who will do what and when in an emergency situation. Defining the roles of each response agency reduces confusion, chaos, and conflict during emergencies and significantly decreases vulnerability of the public and their property to hazardous threats.

This plan does not attempt to define for each agency how to perform the tasks required by the appropriate ESF annex. The manner in which the tasks are to be performed is contained in the agency Standard Operating Procedures or Guidelines, which are contained in the supporting document that accompanies this plan.

An additional companion document entitled "Support Document" MUST BE CONSULTED WHEN IMPLEMENTING PORTIONS OF THIS PLAN. This document contains agency agreements, SOP's, agreements between government and private organizations, memoranda of understanding, organizational charts, agency checklists, standard news releases, vital facility lists, maps, charts, laws, rules, County ordinances, etc.

This plan meets the requirements of FEMA planning guidelines for local all-hazard emergency operations plans, requirements of the National Incident Management System pertaining to local units of government, and the legal responsibilities identified in North

CRAVEN COUNTY EMERGENCY OPERATIONS PLAN INSTRUCTIONS FOR USE

It is intended that this plan, in conjunction with the supporting documents, be used by the response organizations to obtain maximum use of existing resources, organizations, and systems in their response to emergencies and disasters that could and/or have occurred in the County. The format utilized is:

Basic Plan: To be used by local chief executives, Craven County Department of Emergency Services personnel, and policy-making officials as an overall guide for the direction of emergency operations in the event of emergencies or natural/manmade disasters.

Emergency Support Functions (Functional Annexes): Address the specific functions for use by the operational coordinators and assistant coordinators in specific types of emergencies and disasters.

Support Documents: Contains technical information, details, and methods (such as standard operating procedures and checklists) for use by emergency response personnel.

Each plan annex (ESF) contains a purpose statement for that ESF, identifies the agency with primary responsibility for implementing that particular ESF, and also identifies those agencies responsible for providing support. All individuals with assigned responsibilities should be familiar with the entire plan; however, added emphasis must be given to those sections for which they are primarily responsible. While not all circumstances can be addressed, the content of this plan should be used as a guide for those things that do occur but are not specifically addressed herein.

All agencies assigned responsibilities in this plan are responsible for the development of standard operating procedures or guidelines to establish policies on how to conduct operations as assigned in this plan. Agency SOP's/SOG's are to be filed with the Craven County Emergency Management Office for consolidation into the support manual.

DISTRIBUTION LIST

<u>Official/Agency</u>	<u>Copies</u>
County Board of Commissioners/County Manager	1
Emergency Services Director	1
Town Clerk, Town of Bridgeton	1
Town Clerk, Town of Cove City	1
Town Clerk, Town of Dover	1
City Manager, City of Havelock	1
City Manager, City of New Bern	1
Town Manager, Town of River Bend	1
Town Clerk, Town of Trent Woods	1
Town Clerk, Town of Vanceboro	1
Sheriff	1
Director of Social Services	1
Health Director	1
Finance Officer	1
Superintendent of Schools	1
Fire Marshal's Office	1
Solid Waste and Recycling Department	1
County Library	1
American Red Cross, Coastal Carolina Chapter	1
NC Division of Emergency Management, Eastern Branch Office	1
NC State Highway Patrol	1
Parks & Recreation Department	1
Tax Administrator	1
Clerk of Court	1
Planning and Inspections Department	1
Information and Technology Director	1
Board of Elections	1
Cooperative Extension Director	1
Craven County Senior Services	1
Craven County Soil and Water Conservation District	1
MCAS Cherry Point, Base Disaster Office	1
Assistant County Manager	1
Human Resources Director	1
TOTAL	34

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GLOSSARY

CRAVEN COUNTY EMERGENCY OPERATIONS PLAN
BASIC PLAN

A. PURPOSE

1. General: This plan predetermines actions to be taken by government agencies and designated private organizations within Craven County (in addition to their day-to-day responsibilities) to reduce the vulnerabilities of people and property to disaster. It also establishes capabilities to respond effectively to the actual occurrence of a disaster or the threat of a disaster.

It is the policy of Craven County to be prepared for any type or magnitude of emergency, natural disaster, or man-made disaster. Emergency response personnel, equipment, and facilities will be maintained in a state of readiness to save lives, prevent or minimize damage to property, and provide assistance to all people who are threatened by an emergency or who become victims of any disaster. Emergency operations will be coordinated to the maximum extent possible with other local governments, the State of North Carolina, other states, the federal government, and private agencies of every type. The level and duration of any commitment of county resources shall be determined by the County Manager at the direction of the County Board of Commissioners.

2. Specific: This plan establishes the policies and procedures by which Craven County will coordinate local resources with state and federal response to disasters impacting Craven County and its citizens. Most county departments and/or organizations have emergency functions to perform in addition to their normal duties. Each is responsible for developing and maintaining emergency management procedures in accordance with the direction given in this plan. Specific responsibilities are outlined in the basic plan and in the separate annexes of this plan. Responsibilities of certain non-government organizations (NGOs) that are not part of county government are also addressed in the appropriate annexes. This plan supports the National Incident Management System (NIMS) and the Incident Command System (ICS) approach to enable all involved organizations to work together effectively to prevent, prepare for, respond to, and recover from domestic incidents regardless of cause, size, or complexity. Additionally, all personnel with Emergency Support Function (ESF) responsibilities will be trained on the principles of the NIMS and integrate those principles into all ESF planning and response operations.

3. Mission: It is the emergency management mission of Craven County to provide for the protection of the people and resources in the county in order to minimize damage, injury, and loss of life resulting from any type of emergency or disaster; keep affected persons informed about the situation and how they can protect themselves; provide for the continuity of

government; and provide for survey of damage (private and public) and damage assessment resulting from such emergency or disaster.

4. Emergency Management Planning Responsibilities:

a. *Prevention* actions include those taken to avoid an incident or to intervene to stop an incident from occurring. Activities include applying intelligence information and developing corresponding countermeasures.

b. *Mitigation* activities are those intended to reduce or eliminate risks to persons or property or to lessen the actual or potential adverse effects of a disaster or emergency.

c. *Preparedness* activities, programs and systems are those that exist prior to an emergency and are used to support and enhance response to an emergency or disaster. Planning, training and exercising are among the activities conducted under this phase.

d. *Response* activities and programs address the immediate and short-term effects of the onset of an emergency or disaster. The purpose of these activities is to reduce additional casualties and damage and to speed recovery. Response activities include warning, direction and control, evacuation, and other similar operations.

e. *Recovery* activity involves returning systems to pre-disaster conditions. Short-term recovery actions are taken to assess damage and return vital life support systems to minimum operating standards; long-term recovery actions may be continued for years.

B. SITUATION AND ASSUMPTIONS

Situation

1. Hazard Analysis: Craven County is exposed to many hazards, all of which have the potential to disrupt the community, cause damage, and create casualties. Craven County has developed a Hazard Mitigation Plan that provides a very detailed summary of the types and potential risks posed by a myriad of natural and man-made hazards. Review of that plan reveals several significant hazards that must be considered in development of the county's Emergency Operations Plan procedures – these specific significant hazards and their impact on specific ESF annexes, as required by NIMS, are outlined below:

a. *Wildfire:* The majority of forested land in Craven County is in private ownership. The remaining forested acreage in the county is in ownership of the Federal, State, or county/municipal governments, primarily that of the Federal government. Almost

annually, wildfires erupt throughout the region. As population densities spread out into heavily forested areas, citizens and private property increasingly become more susceptible to the effects of wildfires. Although the incorporated government jurisdictions in Craven County have significantly less forest land within their corporate limits and extraterritorial jurisdictions (ETJs) than in the unincorporated areas of the county, the municipal governments' boundaries exist at the "urban/wildland interface" – the area where human development meets undeveloped, forested areas that provide fuel for fires. This "urban/wildland interface" presents the greatest risk to life and property from wildfires. This issue is particularly relevant to the City of Havelock, where a proposed US Highway 70 bypass will run through lands currently in the Croatan National Forest just west of the city.

Overall, and with exceptions of large privately held tracts such as those owned by Weyerhaeuser and its subsidiaries and those held by the Federal government, the risk of wildfire damages in Craven County is mitigated by the fact that forested tracts are generally of manageable size, accessible to fire fighting equipment and personnel, and circumscribed by roadways or waterways that limit the extent and severity of wildfires.

Priority ESF Annexes – Wildfire: ESF-1 (Transportation), ESF-2 (Communications & Warning), ESF-4 (Fire Services).

b. *Flooding:* Craven County is located at the confluence of the Neuse River with Pamlico Sound. Combined with the flat topography of the county, this geographic location makes the county extremely susceptible to flooding. There are several different types of flooding which have various levels of potential for affecting Craven County. These types of flooding are as follows:

Riverine Flooding: This is the most common type of flooding. It occurs when a river or stream overflows its banks. In large rivers, it usually occurs after a serious, large-scale weather event. In streams, flooding can occur from more localized weather systems.

Flash Floods: Flash floods typically encompass a quick rise of high velocity water and large amounts of debris. Factors that contribute to flash flooding include the length and intensity of rain and the steepness of watershed and stream gradients. Other factors influencing flash floods include the amount of watershed vegetation, natural and artificial water storage, and the configuration of the streambed and floodplain. Flash floods not only occur from weather systems, but also from a dam failure, or breakup of ice. This type of flood poses the most risk to property and lives. Walls of water from this type of event can reach 15 to 20 feet. Because of the rapid rise of the water levels, a large

percentage of flood deaths occur from motorists who underestimate the depth and velocity of the floodwaters and attempt to cross flooded areas.

Local Drainage or High Groundwater Levels: Heavy precipitation from local weather events may produce flooding outside of delineated floodplains. If the local soil cannot handle precipitation through infiltration and runoff, the water may accumulate. During winter, frozen ground and accumulated snow will contribute to this problem. This type of flooding generally occurs in flat and urban areas. High groundwater levels may cause leakage in susceptible basements of dwellings.

Coastal Flooding: Coastal flooding is typically a result of storm surge, wind-driven waves, and heavy rainfall. These conditions are produced by hurricanes during the summer and fall, and nor'easters and other large coastal storms during the winter and spring. Storm surges may overrun barrier islands and push sea water up coastal rivers and inlets, blocking the downstream flow of inland runoff. Thousands of acres of crops and forestlands may be inundated by both saltwater and freshwater. Escape routes may be cut off quickly, stranding residents in flooded areas and hampering rescue efforts.

Craven County and a number of the municipal jurisdictions within the county administer local ordinances which regulate development within designated flood areas. The county also participates in the National Flood Insurance Program which rates areas in the county with regard to susceptibility of flooding.

The dominant sources of flooding in Craven County are storm surge and riverine flooding. Storm surge from the Atlantic Ocean propagates into Pamlico Sound, which further propagates into the Neuse River and Trent River; riverine flooding from heavy rainfall occurs on Adams Creek, Brice's Creek, Clubfoot Creek, Maple Cypress, Mauls Swamp, Mills Branch, Mills Branch Tributary, Mosley Creek, Mosley Creek Tributary, Samuels Creek/Rocky Run, Scotts Creek, Snake Swamp, Swift Creek, Tucker Creek, Village Creek, and Wilson Creek. Not all storms which pass close to Craven County produce extremely high surge. Similarly, storms which produce flooding conditions in one area may not necessarily produce flooding conditions in other parts of the county. However, the areas identified above are the most likely to experience flooding during storm events. Priority ESF Annexes – Flooding: All ESF Annexes except ESF-17 (Terrorism & WMD).

c. *Severe Winter Storms:* Craven County lies within a region that is very unlikely to be hit with severe blizzard conditions (i.e., high winds with blowing snow), but is subject to freezing rain, icing, and heavy snowfall conditions. Problems occur when a winter

storm event exceeds the average annual snowfall total of 0.5 inch of snow in a single event or when icing occurs. When such events occur, they can and often do produce numerous negative impacts upon the transportation network, power transmission facilities, communications facilities, agricultural commodities, and the health of citizens. Priority ESF Annexes – Severe Winter Storms: ESF-2 (Transportation), ESF-12 (Energy), ESF-15 (Public Information), ESF-16 (Animal Emergency Response).

d. *Thunderstorms:* Craven County is highly susceptible to thunderstorms and windstorms, suffering numerous significant events in recent years. These storms cause significant damage to crops, structural damage, and also cause flash flooding in low-lying areas. Priority ESF Annexes – Thunderstorms: ESF-2 (Communication & Warning), ESF-4 (Fire Services), ESF-12 (Energy), ESF-15 (Public Information).

e. *Tornados:* A total of 23 tornado events have been documented in Craven County by the National Climatic Data Center since 1965 (an average of one event every 1.5 years) resulting in forty-one (41) injuries and approximately \$4 million in property damage. Tornados represent a significant threat to Craven County due primarily to their relative frequency and large impact. Recent tornados in Craven County have caused significant crop and structural damage. Priority ESF Annexes – Tornados: ESF-2 (Communications & Warning), ESF-8 (Health and Medical Services), ESF-12 (Energy), ESF-18 (Damage Assessment).

f. *Hurricanes and Nor'easters:* North Carolina has had an extensive hurricane history dating back to colonial times. During the nineteenth century, storms occurred in 1837, 1846, 1856, 1879, 1883, and 1899. Between 1960 and 1990, there was a decrease in landfalling hurricanes, with the exception of Hurricane Donna in 1960. However, during the 1950s, North Carolina was ravaged by several hurricanes, including Hazel, Connie, Diane, and Ione. Recent history has included several hurricanes as well, with Hugo (1989), Emily (1993), Opal (1995), Bertha (1996), Fran (1996), Bonnie (1998), Dennis (1999), Floyd (1999), and Isabel (2003) all leaving their mark on North Carolina. These storms had varying impacts on Craven County (see table below).

Date	Event Name	Damages/indirect costs
September 3, 1913	Unnamed	10 ft. flood elevation; major property damage
September 16, 1933	Unnamed	7.5 ft. flood elevation; major property damage
October 15, 1954	Hazel	7.0 ft. flood elevation; moderate property damage
August 12, 1955	Connie	6.4 ft. flood elevation; minor property damage
August 17, 1955	Diane	7.7 ft. flood elevation; major property damage

Date	Event Name	Damages/indirect costs
September 19, 1955	Ione	7.8 ft. flood elevation; major property damage
September 11-12, 1960	Donna	6.5 ft. flood elevation; minor property damage
September, 1984	Diana	6.5 ft. flood elevation; minor property damage
July 12-13, 1996	Bertha	7.5 ft. flood elevation; moderate property damage
September 6, 1996	Fran	9.0 ft. flood elevation, major property damage
October 7, 1996	Josephine	flash flooding; minor property damage
August 30, 1999	Dennis	3.0 ft. flood elevation; minor property damage
September 14, 1999	Floyd	flash flooding; major property damage
September 23, 2003	Isabel	flash flooding; major property damage

Nor'easters share many of the same characteristics of hurricanes, but unlike hurricanes, these storms are extratropical, deriving their strength from horizontal gradients in temperature.

The presence of the warm Gulf Stream waters off the eastern seaboard during the winter acts to dramatically increase surface horizontal temperature gradients within the coastal zone. During winter offshore cold periods, these horizontal temperature gradients can result in rapid and intense destabilization of the atmosphere directly above and shoreward of the Gulf Stream. This period of instability often precedes wintertime coastal extratropical cyclone development.

It is the temperature structure of the continental air mass and the position of the temperature gradient along the Gulf Stream that drives this cyclone development. As a low pressure deepens, winds and waves can uninhibitedly increase and cause serious damage to coastal areas as the storm generally moves to the northeast. The proximity of North Carolina's coast to the Gulf Stream makes it particularly prone to nor'easters.

Priority ESF Annexes – Flooding: All ESF Annexes except ESF-17 (Terrorism and Mass Destruction).

g. *Dam Failure:* Craven County's risk from dam failure remains fairly small due to the relatively small number of dams and the flat topography and wide floodplain areas in the county that would allow the impacts of a dam failure to be dispersed over a relatively wide area. There are only three dam structures in the county, all are small and privately owned, and a failure would have minimal impact on development or critical facilities. The Emergency Services Director is provided with information concerning water levels at the Falls Lake Dam in Wake County by the US Corps of Engineers on a

routine basis and particularly at times of high water levels upstream on the Neuse River. However, the dam is 200 miles north of New Bern and the risk of significant riverine flooding in Craven County from a dam breach or failure is minimal. No priority ESF Annex identified.

h. *Hazardous Materials:* There are approximately 75 facilities in Craven County that file SARA Tier II Hazardous Material Reports with the Local Emergency Planning Committee. Any one of these facilities is a potential source of a hazardous material emergency.

Additionally, since two major highways (US 70 and US 17) and a railroad corridor pass through Craven County, and a major military installation is located in the county, the potential for release of a hazardous substance in transit is quite high. Priority ESF Annexes – Hazardous Materials: ESF-1 (Transportation), ESF-2 (Communications & Warning), ESF-4 (Fire Services), ESF-8 (Health and Medical Services), ESF-10 (Hazardous Materials), ESF-13 (Law Enforcement and Security).

i. *Terrorism:* While there have not been any successful acts of terrorism committed in North Carolina in recent years, the state has many critical and high-profile facilities, high concentrations of population, and other potentially-attractive venues for terrorist activity that are inherently vulnerable to a variety of terrorist methods. Recent international terrorist activity and its continued threat continue to reinforce potential dangers. Governmental, transportation, commercial, infrastructure, cultural, academic, research, military, athletic and other activities and facilities constitute ideal targets for terrorist attacks which may cause catastrophic levels of property and environmental damage, injury, and loss of life. Terrorist attacks in Craven County may take the form of sabotage of military facilities or aircraft; deliberate damage to critical facilities such as major bridges; arson; the use of hazardous materials to injure or kill; or the use of biological weapons to create an epidemic. More detailed information about the county's response to terrorist threats is contained in Annex ESF-18 of this Plan. Priority ESF Annexes – Terrorism: All ESF Annexes.

2. Geography: Craven County is located in the central eastern section of the state. It is bounded on the east by Carteret County, on the northeast by Pamlico County, on the north by Beaufort County and Pitt County, on the west by Lenoir County, and the south by Jones County. The area of Craven County is approximately 728 square miles. Craven County is in Area 3 of the NC Emergency Management – Eastern District and is served by FEMA Region IV.

3. Participating Jurisdictions: There are eight (8) municipalities within the county. These municipalities and respective forms of government are shown below:

MUNICIPALITY	FORM OF GOVERNMENT	2007 POPULATION
Bridgeton	Mayor/Council	310
Cove City	Mayor/Council	413
Dover	Mayor/Council	448
Havelock	Mayor/Council/Manager	22,604
New Bern	Mayor/Council/Manager	25,684
River Bend	Mayor/Council/Manager	3,075
Trent Woods	Mayor/Council	4,364
Vanceboro	Mayor/Council	902
Craven County	Chairman/Board/Manager	96,406

4. Resources: Natural and community resources in the County include:

- Neuse River
- Trent River
- Brice’s Creek
- Craven Community College
- National Forests
- MCAS Cherry Point
- Craven Regional Airport
- Pocosins

5. Schools: Craven County has 24 public schools and 11 private schools.

6. Road Network: The major traffic arteries in the County are US 70 East and West, US 17 North and South, NC 55 East and West, and NC 43 North and South. Several essential bridges, including the 93-million dollar, four-lane Neuse River Bridge, are located throughout the county. The NC Department of Transportation has bridge maps locating these bridges and alternate routes that can be used to move traffic into, out of, and through the county in the event of a major natural or man-made disaster.

7. Railroads: One public railroad (freight) serves Craven County. Norfolk Southern Railway runs from New Bern to Washington, from Newport to Dover, and maintains approximately 70 miles of track in Craven County. The Camp Lejeune Railroad traverses Craven County from MCAS Cherry Point to Stella.

8. Airports: Craven County has one regional airport located at 200 Terminal Drive, New Bern. The Coastal Carolina Regional Airport is served by major airlines Delta and USAir.

9. Military Installations: Cherry Point MCAS, located in Havelock, is one of the best all weather jet bases in the world. The air station and its associated support locations occupy more than 29,000 acres. Its runway system is so large that the air station serves as an alternate emergency landing site for the space shuttle launches out of Cape Canaveral, Florida.

10. Flood Data: The National Flood Insurance Program Administrator for Craven County is the County Planning Director. Low-lying areas along the river shores and creek shores of the county such as the Sandy Point area, Brice's Creek area, Adam's Creek, and the Jack Smith Creek area are prone to river flooding or flash floods. Other areas of the county that are considered to be subject to flooding are identified on National Flood Insurance Rate Maps maintained in the Planning Department offices.

11. Weather Advisory Service: Craven County receives weather warnings from the National Weather Service Office in Newport.

12. Water and Sewer Infrastructure: Water distribution systems are operated by Craven County, the City of Havelock, the City of New Bern, the Town of Bridgeton, the Town of River Bend, the Town of Dover, the Town of Cove City, the Town of Vanceboro, the Town of Trent Woods, Township Two (First Craven Sanitary District), and the Fairfield Harbour community. Wastewater treatment systems are operated by the City of New Bern, the City of Havelock, the Town of River Bend, the Town of Trent Woods, the Town of Dover, the Town of Bridgeton, the Town of Vanceboro, and the communities of Carolina Pines and Fairfield Harbour.

13. Electrical and Communications Infrastructure: Electrical service is provided throughout the county by Progress Energy, the City of New Bern, and Four County Electric Membership Cooperative, which purchases power from Progress Energy. The area's electric utilities have mutual aid agreements with other companies, which allow augmentation of emergency repair crews during emergencies/disasters. Land-based commercial and residential telephone service for the County is provided by Embarq Telephone. Cellular phone service is provided by ALLTEL, US Cellular, Sprint, AT&T, Verizon Wireless, and SunCom.

14. Animal Control: Animal control for companion animals is provided by Craven County government through the Health Department, Environmental Health Section. The Animal/Rabies Management office is located at 1639 Old Airport Road, New Bern. Animal control for livestock and wildlife following disaster events is managed by the Craven County Cooperative Extension Service.

15. Coordination with NC Emergency Management: Craven County has a written mutual aid agreement with the NC Division of Emergency Management (includes all governmental entities who have signed the State Mutual Aid Agreement).

16. Coordination with ERAC: Craven County has a written Mutual Aid Agreement with the Eastern Regional Advisory Committee (ERAC), which can provide support from the Regional Trauma Center at Pitt County Memorial Hospital, EMS, public health, and hospital staff/bed support from the other 28 counties participating in the ERAC, and liaison with the Office of

Emergency Medical Services (OEMS) in Raleigh in the event of a mass trauma or public health incident. The county Emergency Services Director or his designee requests ERAC assistance directly through the NC Division of Emergency Management, which is in turn responsible for establishing effective communication between the county EOC and the NC Office of Emergency Medical Services. NCOEMS is responsible for coordinating ERAC and other North Carolina RAC medical support assistance with the appropriate regional RAC Emergency Response and Recovery Coordinator. ERAC or other North Carolina RAC medical support equipment and personnel in the field in Craven County are supervised directly by the appropriate Craven County Area Command authority in the county EOC, or by on-site Incident Commander, depending on the magnitude of the emergency/disaster and whether a primary or support capability is required.

17. Department Standard Operating Procedures (SOP's): County departments also have specialized plans that may need to be coordinated with or consulted when implementing this document. These plans include:

PLAN	AGENCY
Emergency Operations Center (EOC), Communications	Craven County Department of Emergency Services
Law Enforcement	Craven County Sheriff
Sheltering/Mass Feeding	Craven County Department of Social Services Craven County Schools Craven County Dept. of Recreation and Parks American Red Cross (Coastal Carolina Chapter)
Public/Environmental Health	Craven County Health Department Craven County Water Department
Mental Health	Craven County Health Department
Damage Assessment	Craven County Tax Office and County Inspections
County Transportation	Craven Area Rural Transport System Craven County Schools
Debris Management	Craven County Dept. of Solid Waste & Recycling

18. Critical Facilities: Many facilities could be critical to emergency response forces during times of major emergencies or disaster events. Other facilities would be critical for immediate and long-term recovery operations. Several categories of vital facilities (owned by public and private agencies) have been identified to include:

- Shelter Facilities (Schools/Churches)
- Health and Medical Facilities
- Government Buildings
- Military Installations/Support Facilities
- Communications Facilities and Sites
- Emergency Service Facilities
- Communication Network Components
- Electric Distribution System Components
- Water Distribution/Treatment Facilities
- Street and Roadway System
- Regional Airport
- Rail System

Craven County critical facility inventory lists are updated as needed and maintained in the Office of Craven County Emergency Services.

19. Logistics/ICS Concept: Craven County Emergency Operations procedures are designed to function according to the Incident Command System (ICS) approach to emergency management. ICS consists of organizational hierarchy and procedures for the management of the overall incident(s) and the mechanism of controlling personnel, facilities, equipment, and communications. It is a system designed to be used or applied from the time an incident occurs until the requirement for management and operations no longer exist. ICS is interdisciplinary and organizationally flexible to meet the following management challenges:

- Meet the needs of incidents of any kind or complexity (expands or contracts).
- Allow personnel from a variety of agencies to meld rapidly into a common management structure with common terminology.
- Provide logistical and administrative support to operational staff.
- Be cost-effective by avoiding duplication of efforts.

Incident Command structure is organized in such a way as to expand and contract as needed by the incident scope, resources and hazards. Command is established in a top-down fashion, with the most important and authoritative positions established first (e.g., Incident Command is established by the first arriving unit). Only positions that are required at the time should be established. In most cases, very few positions within the command structure will need to be activated. Only in the largest and most complex operations would the full ICS organization (Emergency Operations Center) be staffed.

Craven County departments and agencies will utilize their own resources and equipment during emergencies and will have control over the management of the resources when they are needed to respond to an event affecting the life and property of county citizens. When the EOC is operational, the commitment of resources from both inside and outside the county will be initiated by the Director of Emergency Services with operational control being exercised by the on-site commander (Incident Commander) working with the ESF annex coordinator in nominal charge of obtaining that specific resource.

Assumptions

1. One or more of the listed potential hazards listed in Section B.1 could impact Craven County severely with one or more of the following effects:

- Loss of electrical power
- Loss of water distribution, wastewater, and water treatment capabilities
- Need for mass evacuation
- Impassable road networks
- Need for mass sheltering and/or feeding operations
- Need for mass trauma care and medical/public health assistance
- Damage or destruction of telephone and communication networks
- Increases in media attention necessitating public information and/or rumor control
- Need for federal/state assistance
- Supervision of re-entry of public into damaged areas
- Increased law enforcement presence/need for citizen security
- Need for damage assessment
- Need for auxiliary power for essential facilities
- Processing/delivery of donated goods
- Contamination of public and private wells
- Depletion of staffs
- Damage or destruction of vital facilities
- Reconstruction management program
- Isolated citizens' counseling
- Severe economic impact
- Environmental impact on wildlife and the natural environment
- Need for debris clearance and removal
- Need for temporary debris burning sites
- Increased number of vectors
- Damage or destruction of vital records
- Presidentially-declared emergency or disaster
- Overwhelmed county and local governments' resources

2. The occurrence of more than one of the above listed emergency/disaster events could result in a catastrophic disaster situation, which could overwhelm not only local resources but also state resources.

3. Most small-scale events occurring as a result of natural hazards or emergencies resulting from man-made hazards will be managed by local governments, utilizing resources within their jurisdictions.

4. Craven County and the municipal governments within the county shall be responsible for preparing for prompt, effective deployment of available resources of the county or municipality to support emergency operations of the municipalities of the county, or to conduct emergency operations in areas where no municipal capability exists.

5. When an emergency exceeds local resource and response capabilities, local government will request assistance from the next higher level of government. Regional jurisdictions such as ERAC participants and state government agencies will provide emergency and disaster response resources to support local government emergency operations.

6. The federal government will be available with financial and additional resources when response and recovery operations exceed the capabilities of the state government in a presidentially-declared disaster or emergency. In some instances, federal agencies may provide direct assistance without a presidential declaration.

7. Due to the threat of disruption of local government functions, all levels of government must develop standard operating procedures or guidelines (encompassing staffing, lines of succession, and mode of operations) to ensure continuity of government operations.

8. All officials of the county are aware of the possible occurrence of an emergency or major disaster and their responsibilities in the execution of this plan, and will fill these responsibilities as needed.

9. Basic Emergency Management Planning Assumptions:

- a. Disasters will occur with little or no warning at a time of day that may produce maximum casualties.
- b. Municipal and county governments are responsible for the safety and welfare of their constituents to the extent of their capabilities and resources in time of a disaster.
- c. Information pertaining to an impending or existing disaster must be immediately available among EM responders throughout the municipal, county, and state levels of government as an event affects each jurisdiction.

- d. The lowest level of government affected, to the extent that that level of government can conduct operations, exercises direction of disaster operations.
- e. A request for support or assistance can be made of a higher level of government following determination that a disaster is of such severity and magnitude that effective response is beyond the capabilities of the affected municipal or county government.
- f. County government responds to requests for assistance from municipal governments as deemed appropriate by the County Board of Commissioners or as specified within this plan.
- g. Military assistance to civil authorities will be provided as conditions permit and will supplement, not replace, civil participation.

C. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

1. General: Disaster response plans are based upon the principle that local authorities bear the initial responsibilities for disaster relief. Each level of government accomplishes the functions for which it is responsible, requesting assistance from the next higher level of government only after local resources have been expended and/or are clearly inadequate to cope with the effects of the disaster. Craven County emergency operations are designed to function in accordance with the basic principles of the ICS (Incident Command System), wherein incidents are managed by aiming towards specific objectives. Objectives are ranked by priority, should be as specific as possible, must be attainable and if possible given a working time-frame. Objectives are accomplished by first outlining strategies (general plans of action), then determining appropriate tactics (how the strategy will be executed) for the chosen strategy.

2. Municipalities: The municipal governments in Craven County determine their essential requirements and apply all available local resources to their own needs before requesting support or assistance from the county. These municipal governments provide local coordination for resources furnished from outside agencies in response to requests for assistance. They also make assistance in other areas, such as local forces and resources, available to county government.

3. Craven County Government: The Craven County government will support disaster operations of the municipalities with county resources only after all local resources have been used or are inadequate to handle the situation. All resources, including the military, made available to the county from outside agencies will be assigned tasks and functions by the county on a mission-type basis, but will remain under the direction and control of their parent organization. Each county office, department, agency, service, etc., will coordinate as appropriate to assure efficient utilization of all resources made available to it. County

government will also assume responsibility for direction of combined emergency operations in areas where municipal capability has broken down or does not exist, or when the nature or magnitude of a disaster is such that county government direction of operations is required for effective response.

4. Regional Support/State Government: State agencies will support county emergency operations only after all local resources have been expended and/or are clearly inadequate to cope with effects of the disaster. State support will be provided on a mission-type basis, as defined in the ERAC Medical Response Plan and/or as deemed necessary by the NC Division of Emergency Management.

5. Federal Government: The federal government will provide support upon request in accordance with the *National Response Plan* (NRP). Federal assistance provided under the NRP is to supplement state and local response efforts. Federal agency representatives will coordinate with the Federal Coordinating Officer and the affected state to identify specific federal response requirements and will provide federal response assistance based on state identified priorities.

6. Voluntary Organizations: Voluntary organizations coordinate response and relief efforts with government agencies to ensure a broad and comprehensive coverage of assistance and relief during emergencies. They also provide and coordinate relief efforts not provided by government on a complementary and supplementary basis. It is imperative for Craven County to develop and augment mutual aid agreements and memoranda of understanding with voluntary organizations concerning duties and areas of responsibility during emergencies.

7. Other Supporting Organizations:

- a. American Red Cross (ARC) - Augments ESF-6 (Mass Care), and ESF-11 (Food and Water).
- b. The Salvation Army – Augments ESF-6 (Mass Care), and ESF-11 (Food and Water).

8. List of Vital Service Areas (ESF Annexes): The Craven County Emergency Operations Plan (EOP) is designed to coordinate a team (ICS) approach to managing large-scale emergencies and disasters. The EOP is divided into vital functional service areas known as annexes. The annexes serve as a means to share information and coordinate service delivery. **Individual service providers are always responsible for own organization.** When the ICS Area Command (Emergency Operations Center) is established, Emergency Service Function (ESF) Coordinators serve in a voluntary role to assist in the emergency response effort involving each specific service type. The Emergency Services Director may also request ESF Coordinators to provide support roles to an Incident Commander in cases where the EOC is not made operational but various response resources are required on-site or if logistical support is

required. The following is a listing of the annexes, the annex coordinators, and a brief description of their responsibilities. Detailed responsibilities for each ESF Coordinator are included in the Annexes attached to this Basic Plan.

Annex 1 (Transportation) – Craven Area Rural Transportation Service (CARTS): Provides pre- and post-disaster transportation assets such as buses and vans, particularly for the disabled and infirm. Assists federal agencies, state and local governmental entities, and voluntary organizations requiring transportation capacity to perform response missions following a major disaster or emergency. Also serves as a coordination point between response operations and restoration of the transportation infrastructure.

Annex 2 (Communication & Warning) – Craven County Emergency Service Communications Staff: Ensures the provision of adequate telecommunications support to federal, state, and local response efforts during a natural or man-made disaster, emergency, or extraordinary situation.

Annex 3 (Public Works and Engineering) – Craven County Manager’s Office: Maintains utility services; clears debris, roads and bridges; repairs county-owned infrastructure; coordinates infrastructure repair with electric service provider, state DOT and EM personnel, and municipal representatives. Provides technical advice and evaluation, engineering services, contracting for construction management and inspection, contracting for the emergency repair of water, potable water and ice, emergency power, and real estate support to assist all agencies and support groups in meeting goals related to lifesaving and life-sustaining actions, damage mitigation, and recovery activities following a major disaster or emergency.

Annex 4 (Fire Services) – Craven County Fire Marshal/DES): Detects and suppresses wild land, rural, and urban fires resulting from, or occurring coincidentally with, a major disaster or emergency requiring local response assistance. Coordinates firefighting efforts of support agencies.

Annex 5 (Emergency Management, Information and Planning) - Craven County Emergency Services Director: Maintains an adequate EOC, maintains procedures to activate/deactivate the EOC, serves as point of contact for organizations to request local, state or federal assistance, coordinates medical response effort with local service providers and bears responsibility for activation of Eastern Regional Advisory Committee (ERAC) Medical Response Plan (through NCDDEM). Collects, analyzes, processes, and disseminates information about a potential or actual disaster or emergency to facilitate the overall activities of the Craven County government in providing assistance to affected areas.

Annex 6 (Mass Care) – Craven County Social Services Director (DSS): Coordinates state, volunteer, and federal assistance in support of local efforts to meet the mass care needs

of victims of a disaster. This assistance will support the delivery of mass care services of shelter, feeding, emergency first aid; counseling of disaster victims; the establishment of systems to provide bulk distribution of emergency relief supplies to disaster victims; and the collection of information to operate a Disaster Welfare Information (DWI) system for the purpose of reporting victim status and assisting in family reunification.

Annex 7 (Resource Support) – Craven County Finance Officer: Procures vital supplies/services needed to support emergency operations. Provides logistical and resource support to other organizations through purchasing, contracting, and renting/leasing equipment and supplies in a potential or actual declared major disaster or emergency.

Annex 8 (Health and Medical Services) – Craven County Health Director: Coordinates maintenance of vital local medical services; coordinates medical response effort with local resources and Eastern Regional Advisory Committee (ERAC) Medical Response Plan. Provides coordinated assistance to supplement local and state resources in response to public health and medical care needs following a major disaster or emergency, or during a developing medical situation.

Annex 9 (Search and Rescue) -- Craven County Emergency Services Director: Coordinates vital technical rescue services. Provides specialized lifesaving assistance in the event of a major disaster or emergency. Operational activities include locating, extricating, and providing on-site medical treatment to victims trapped in collapsed or flooded structures.

Annex 10 (Hazardous Materials) – Craven County Emergency Services Director: Provides local response and assists support agencies following actual or potential discharge and/or release of hazardous materials following a major disaster or emergency.

Annex 11 (Food and Water/Donations/Volunteer Services) – Craven County Volunteer/Donations Coordinator: Coordinates the transportation of bulk food, water, and ice to affected areas following a major disaster or emergency or other event requiring local response. Facilitates the delivery of donated goods and volunteer services during disaster recovery efforts.

Annex 12 (Energy) – Craven County Manager’s Office: Coordinates the restoration of vital energy systems following a disaster.

Annex 13 (Law Enforcement and Security) – Craven County Sheriff’s Office: Maintains vital law enforcement services prior to, during, and following a disaster or emergency event.

Annex 14 (Disaster Recovery Operations) - Craven County Manager’s Office: Coordinates county mitigation strategies to reduce impacts of large emergencies and disasters,

and coordinates recovery efforts including provision of federal and state grant assistance during the recovery phase of any major disaster.

Annex 15 (Public Information) – Craven County Manager’s Office: Prepares and disseminates public information regarding emergency events. Promotes local hazard mitigation efforts. Serves as focal point for public information effort prior to, during, and following disaster or emergency events.

Annex 16A (Companion Animal Emergency Response) – Craven County Health Department Director: Coordinates animal capture and control activities for companion animals (dogs, cats, etc.) prior to and following disaster events and assures veterinary medical care at all levels.

Annex 16B (Livestock/Wildlife Emergency Response) – Craven County Cooperative Extension Service Agent: Coordinates animal capture and control activities for livestock and wildlife prior to and following disaster events and assures veterinary medical care at all levels.

Annex 17 (Terrorism & Mass Destruction) – Craven County Sheriff’s Office: Coordinates a specialized response to scenes that may involve acts of terrorism or activation of weapons of mass destruction (WMD).

Annex 18 (Evacuation) - Craven County Emergency Services Director: Coordinates the relocation of the affected population as the result of emergency conditions. Assists state transportation officials in dissemination of public information regarding evacuation routes, particularly related to tropical storm events.

Annex 19 (Damage Assessment) - Craven County Tax Administrator: Assists private insurance providers and state and federal emergency response teams with local GIS and clerical assistance; assists County Manager and Finance Officer with preparation of Public Assistance Grant requests from FEMA.

9. Support Network for ESF Coordinators: Listed below are available county personnel, departments, state agencies, quasi-governmental groups, and other parties available for support to the various ESF Coordinators during an actual emergency or disaster event. Their actual functions and responsibilities are defined in the Emergency Support Function annexes that follow this Basic Plan.

County Personnel/Departments/Agencies

- Chairperson, Craven County Board of Commissioners
- Craven County Manager-Public Information Officer

- Craven County Tax Administrator (Damage Assessment Officer)
- Craven County Department of Emergency Services
- Craven County Finance Department
- C.A.R.T.S. (*Craven Area Rural Transport System*)
- Craven County Health Department
- Craven County Department of Recreation and Parks
- Craven County Sheriff
- Craven County Department of Social Services
- Craven County Senior Services
- Craven County Board of Education (Schools)
- Local Emergency Planning Committee (LEPC)
- Craven County Water Department
- Craven County Soil and Water Conservation District
- Craven County Livestock Association
- Craven County Department of Planning and Inspections
- Craven County Department of Solid Waste and Recycling
- Craven County Maintenance Department

Local Support Agencies/Service Providers

- American Red Cross, Coastal Carolina Chapter
- ARES (Amateur Radio Emergency Service)
- Chiefs, Volunteer Fire Departments
- MCAS Cherry Point Fire Department/Base Disaster Officer
- Chiefs, Volunteer Rescue (EMS) Squads
- Public Utility Representatives
- Salvation Army
- Craven Regional Medical Center
- Community Emergency Response Teams (CERT)
- The Sun Journal (Public Information)
- Local Television (Public Information/Warning)

Municipal Services (Law Enforcement/Fire/Public Works/Resource Management)

- Town of Bridgeton
- Town of Cove City
- Town of Dover
- City of New Bern
- City of Havelock
- Town of River Bend
- Town of Trent Woods
- Town of Vanceboro

Regional/State/Federal Resources

- Eastern Regional Advisory Committee (Regional EMS/Medical Support)
- Pitt County Memorial Hospital (ERAC – Mass Trauma Support/SMAT II/East Care)
- Medical Reserve Corps (ERAC)
- North Carolina Division of Emergency Management (ICS/NIMS/FEMA Support)
- North Carolina Office of Emergency Medical Services (SMAT I/SMARTT/NEMSIS/PreMIS)
- Domestic Preparedness and Readiness Regions (DPRR)
- Strategic National Stockpile (Medical Supplies)
- North Carolina Department of Public Health
- Public Health Regional Surveillance Teams
- North Carolina Highway Patrol
- North Carolina National Guard
- North Carolina Department of Transportation
- North Carolina Division of Wildlife Enforcement
- North Carolina Wildlife Commission
- North Carolina Division of Forest Resources
- Craven County Cooperative Extension Service
- North Carolina Department of Parks and Recreation
- North Carolina Hazardous Materials Regional Response Team
- North Carolina State Animal Response Team
- North Carolina Veterinary Medicine Association (VMAT Teams)
- United States Farm Service Agency (FSA)
- United States Forest Service
- Federal Emergency Management Administration (FEMA)

10. Basic Task: This section tasks departments of Craven County, municipalities, and some local support agencies with specific emergency functions in addition to their day-to-day

responsibilities. Each department/agency listed herein is responsible for the development and maintenance of internal standard operating procedures (SOP's), guidelines, checklists, and/or memoranda of understanding in order to accomplish these emergency service functions.

11. Executive Organization (Control): The Craven County Emergency Control Group consists of:

- Chairperson of the Board of Commissioners
- Craven County Manager
- Craven County Emergency Services Director or Assistant

The Municipal Emergency Control Group (if established) may consist of the following:

- Mayor or designee
- Selected Board members
- Town Clerk/Administrator or Town/City Manager
- County Emergency Services Director or designee (advisor)

The Support Group Emergency Control Group (if established) consists of representatives of pre-determined governmental, quasi-governmental, and volunteer groups. These groups are tasked with the responsibility of implementing the control group's decisions.

12. Assignment of Responsibilities:

Chairperson, Craven County Board of Commissioners

- a. Carries out provisions of NC General Statutes and local ordinances relating to emergencies.
- b. Declares a state of emergency for Craven County and assumes direction and control of emergency operations in cooperation with other members of the Executive Control Group to include:
 - Executing the Craven County Emergency Operations Plan.
 - Ordering an evacuation to include all or parts of the county.
 - Restricting the sale of alcohol and or firearms.
 - Ordering a curfew.
 - Restricting entry into Craven County.
 - Enforcing local ordinances in effect.
 - Ensuring adequate planning for hazardous materials events.

- Ensuring that the line of succession for county departments and agencies is adhered to.
- Relocating the seat of government if administrative offices become damaged beyond usage.
- Declaring a state of emergency in existence for the unincorporated areas of the county, if necessary.
- Implementing other measures to protect life and property.
- Coordinating emergency response actions with chairpersons of adjoining jurisdictions and mayors in Craven County.
- Directing county personnel to return to work following a disaster or emergency.

Craven County Manager/Public Information Officer

- a. Implements the County Emergency Plan by authority of the Chairperson, County Board of Commissioners.
- b. Directs Craven County agencies to develop and update emergency plans and SOP's to respond to emergencies.
- c. Supports the Craven County Emergency Services Department in annual exercises and tests of the emergency plan/drills.
- d. Functions as the Public Information Officer (PIO) or assures that a qualified PIO is in place.
- e. Authorizes the release of emergency public information.
- f. Coordinates emergency response actions with managers of adjoining jurisdictions.
- g. Implements direction, control, coordination, and policy-making functions as necessary to provide for optimum protection of public health and safety.
- h. Ensures that all responding agencies document expenditures related to coping with the emergency/disaster.
- i. Ensures adequate sheltering/evacuation procedures for county residents, in coordination with Emergency Services.
- j. Issues orders to terminate non-essential functions of local governments and re-directs forces to cope with emergencies/disasters.
- k. Plans for the activation of damage assessment/recovery functions of local government.
- l. Ensures that procedures are in place to serve persons with special needs during emergencies/disasters.
- m. At the beginning of each hurricane season, reviews the county's public information, warning, and evacuation procedures related to tropical storms and hurricanes.

- n. Provides rumor control in the EOC. Assists with inquiring as to missing relatives, damaged areas, etc.
- o. Provides adequate debris management sites.
- p. Informs citizens about evacuation routes, flooded areas, and other impediments to evacuations.
- q. Assists in the development of financial accounting procedures in recording and reporting emergency expenses.
- r. Assists in the establishment and management of post-disaster donated funds.
- s. Provides accurate county damage assessment information in support of the Governor's request for Presidential Declaration of a disaster.
- t. Ensures that visually and hearing impaired and non-English speaking groups have been provided adequate warning materials/instructions.
- u. Coordinates activities for the receipt, distribution, and management of unsolicited goods following disasters/emergencies.
- v. Provides support to the unmet needs committee following a disaster and/or emergency.
- w. Develops informational releases to educate public on the availability of donated goods.
- x. Coordinates activities with state level donated goods operation (if established).
- y. Coordinates the efforts of volunteers recruited to assist in the management and distribution of donated goods.
- z. Encourages the donation of cash contributions and addition of donated goods.
- aa. Serves as a clearinghouse for information for individuals desiring to donate goods, services, or money to victims in other areas of the state/nation.

Craven County Emergency Services Director

- a. Develops, maintains, and updates Emergency Operations Plan, standard operating procedures, guidelines, memoranda of understanding, implementing documents, and resources manuals used during emergency operations by all county agencies.
- b. Performs assigned duties according to state general statutes and local ordinances.
- c. Develops required local emergency management procedures in accordance with federal and state guidelines.
- d. Coordinates emergency operations within the county's jurisdiction in accordance with established ICS procedures.
- e. Provides support services to municipalities when disaster does not affect areas outside of municipalities.
- f. Maintains current notification and recall lists of operational personnel, including all ESF Coordinators.

- g. Provides for the training/crisis training of emergency forces within the Emergency Services Department and functions as a training resource for all emergency support personnel and support groups.
- h. Maintains and updates a current list of emergency response resources available to the county.
- i. Receives and coordinates requests for resources from municipalities; directs resources to areas of greatest need.
- j. Coordinates the use of privately-owned resources with local industries and for-profit service providers.
- k. Assumes responsibility for activation of ERAC medical response resources by NCEDEM/NCOEMS.
- l. Forwards requests for additional resources to the NC Division of Emergency Management, Eastern Branch office, for situations in which County resources are unable to meet recovery requirements.
- m. Alerts and activates county emergency service forces when informed of an impending emergency in the county and associated hazards.
- n. Ensures that emergency information and reports are delivered to responding agencies in a timely manner.
- o. Coordinates emergency response actions with Emergency Management Coordinators in adjoining jurisdictions.
- p. Serves as the principal advisor to the Executive Control Group during emergency operations.
- q. Identifies and arranges for suitable shelters during emergencies/natural disasters. Provides adequate shelter supplies. Assures that trained shelter staffs are assigned.
- r. Maintains operational readiness of the EOC, when activated, and maintains response integrity of county communications center on a daily basis.
- s. Maintains liaison with local public works and utility company representatives for back-up water, power, and telephone communications when required.
- t. Maintains proper administrative records.
- u. Ensures that operational and narrative logs/journals are maintained during an emergency period.
- v. Functions as the alternate Public Information Officer, when directed.
- w. Ensures adequate disaster/emergency warnings are disseminated throughout the emergency organization and the county.
- x. Develops procedures to activate the EAS System.
- y. Provides damage assessment training to the county/municipal administrative staff on an annual basis.
- z. Disseminates, as appropriate, public information and education programs relating to disaster recovery procedures.
- aa. Assists with securing Disaster Assistance Center (DAC) facilities and equipment.

- bb. Assists in the identification and notification of applicants that may be eligible for Public Assistance and other post-disaster grant/loan programs.
- cc. Assists the LEPC in event planning to mitigate possible hazards and provide appropriate security and emergency response.
- dd. Ensures that the public is educated through public awareness programs concerning various manmade and natural hazards, and provides information concerning post-disaster self-sufficiency.
- ee. Ensures adequate crisis training for county staff and all ESF Coordinators to fulfill operational roles.
- ff. Supports the Local Emergency Planning Committee in maintaining liaison with facility emergency coordinators to ensure availability of current information concerning hazardous materials and the correct response to any incident.
- gg. Provides logistical support for response forces deployed in field as well as those assigned to the EOC.

Craven County Sheriff's Department

a. Law Enforcement

- Develops and maintains SOP's to direct and control law enforcement operations during emergencies/disasters.
- Provides direction and control for law enforcement, traffic control, evacuations, and return-home movement.
- Identifies law enforcement assistance needs and develops necessary mutual aid agreements to support those needs.
- Provides security for the EOC, staging areas, shelters, vital facilities, and essential equipment locations.
- Assists in dissemination of emergency public information and warnings to the public and hearing impaired persons.
- Provides security and backup communications forces for the EOC and other facilities deemed to be vital.
- Controls ingress and egress into damaged, evacuated, and secured areas and facilities.
- Relocates and houses prisoners when necessary.
- Coordinates the need for additional law enforcement support with State Highway Patrol and adjacent jurisdictions.
- Develops procedure to ensure that law enforcement personnel can respond at the awareness level for Hazardous Material Incidents.
- In the absence of a state of emergency, serves as the official spokesperson for law enforcement-related events. Otherwise coordinates the release of all public information/instructions with the Craven County Public Information Officer.

b. County 911 Communications

- Establishes and maintains the communications network for two-way communications between the EOC and the field responding forces.
- Disseminates warning information to emergency response personnel.
- Develops, maintains, and updates SOP's for the communications center operations during emergencies.
- Provides back-up communications for the EOC and critical points through the use of mobile units.
- Ensures that standard communication procedures are established for the use of logs, messages, forms, and message control.

Chiefs, Craven County Volunteer Fire Departments; County Fire Marshal and Assistants

- a. Assist law enforcement with dissemination of warning of impending disasters/emergency situations.
- b. Provide support personnel to assist in traffic control and rescue operations.
- c. Coordinate response efforts during hazardous material incidents.
- d. Provide fire protection for shelters, mass care facilities, critical facilities, and evacuated areas.
- e. Conduct fire inspections during recovery operations.
- f. Assist in Search and Rescue operations during emergency/disaster situations.
- g. Identify equipment and manpower limitation shortages, and develop mutual aid agreements for the procurement of needed resources during emergency and disaster events.
- h. Coordinate fire-fighting activities with the County Fire Marshal during emergency events.
- i. Designate staging areas for mutual aid forces responding from outside the county.
- j. Alert all emergency support services to the dangers associated with hazardous materials emergencies.
- k. Support the evacuation of special institutions and special needs individuals.

EMS Directors/EMS Advisory Council Chairman

- a. Develop, maintain, and revise SOP for rescue/mass casualty activities during emergency/disaster situations.
- b. Plan for the coordination of ambulance/rescue activities throughout the county during emergencies/disasters.

- c. Identify equipment, and manpower limitations, and develop mutual aid agreements for the procurement of needed resources during emergency/disaster events.
- d. Coordinate the receipt of mass casualties during emergency/disaster situations with regional (ERAC) resources.
- e. Coordinate emergency transportation needs for special needs populations with County Health Director and Social Services Director.
- f. For disasters/emergencies in which the Incident Command System is employed, coordinate triage services (treatment at scene; categorize injured; priority transportation) with the rescue incident commanders.
- g. Review procedures for recovery, identification, registration, and disposition of deceased. Notify next of kin.
- h. Coordinate emergency response activities with funeral homes, pathologists, American Red Cross liaison, dentists, and other health care professionals.
- i. Provide for the extrication and rescue of victims during emergency operations.
- j. Support traffic control and movement operations, if staff capability permits.
- k. Establish liaison with local/regional medical facilities and coordinate with receiving facilities; maintain field communications with other response groups.
- l. Supplement medical resources in shelters and coordinate shelter medical care with the American Red Cross and other volunteer groups.
- m. Maintain a casualty tracking system.

Craven County Department of Social Services

- a. Develops, maintains, and revises SOP's for Social Services operations during emergency/disaster periods.
- b. Coordinates emergency shelter openings with American Red Cross and school systems.
- c. Coordinates addressing the needs for special needs populations during disasters with with the Craven County Health Department and other home health care agencies.
- d. Provides shelter managers, supplies, and other support personnel during sheltering periods.
- e. Coordinates transition of emergency shelter operations with American Red Cross.
- f. Provides liaison to Donations Manager, American Red Cross, and Salvation Army for the receipt, management, and distribution of solicited and unsolicited donated goods following a disaster.
- g. Ensures that nursing homes, rest homes, and retirement centers develop evacuation or in-place care plans and coordinates with social services and emergency services departments.
- h. Manages and staffs county Disaster Assistance Center (DAC).

Craven County Health Department

- a. Develops, maintains, and revises SOP's/guidelines for emergency public health operations during emergencies.
- b. Coordinates health care for emergency shelters and mass care facilities with DSS, Red Cross, and/or Salvation Army (when shelters are opened).
- c. Coordinates with water supply authorities to expedite provision of emergency public water supplies.
- d. Provides health inspection and immunizations to evaluate, detect, prevent, or control communicable disease.
- e. Coordinates environmental public health activities for waste disposal, refuse, food, water, sanitation, and vector/vermin control in the county.
- f. Assists DSS with the identification and care of special needs populations.
- g. Provides inspection of mass care facilities to ensure that proper sanitation practices are maintained.
- h. Assists appropriate local resources in establishing a temporary morgue, or if necessary, expand existing morgue services.
- i. Provides public health staff at Disaster Assistance Center, if necessary.
- j. Ensures that crisis counselors are available in disaster assistance centers, in shelter areas, and for support staff, if needed, through on-site or on phone duty.
- k. Provides mental health center staff for a 24-hour crisis line during periods of the emergency.
- l. Coordinates public health services in shelter and mass care facilities.
- m. Coordinates the distribution of drugs, medicines, vaccines, or other preventives, when required.
- n. Assists with inquiries and informs families on status of individuals injured or missing.
- o. Provides animal control services and facilities for companion animals.
- p. Consults with regional health care providers and PCMH/ERAC regarding outside care of patient populations at regional hospitals, nursing homes, and other health care facilities; and identifies facilities that could be expanded into emergency treatment centers.

Craven County Maintenance Department

- a. Plans for temporary repair and restoration of vital facilities following various disaster scenarios including floods and windstorms.
- b. Develops and maintains resource lists with source, location, and availability of equipment, fuel, and operational personnel to support response/recovery operations.
- c. Assists with debris removal.

- d. Identifies manpower and equipment limitations and provides for outside resources to cover these shortfalls.
- e. Provides storage and access to fuel for emergency service vehicles during emergencies.
- f. Maintains emergency power, water, and sanitation resources at vital facilities during periods of emergencies.
- g. Develops, maintains, and updates SOP's/guidelines for public works functions during emergency periods.
- h. Terminates non-essential services and re-deploy personnel and/or equipment resources to areas of greatest need during emergencies/disasters.
- i. Develops procedures/guidelines or memoranda of understanding with municipalities to utilize excess resources in support of recovery operations in the county. Coordinates activities with the Emergency Services Office.

Craven County Tax Administrator (Damage Assessment)

- a. Develops, maintains, and revises SOP's/guidelines for county tax operation and record protection during disaster/emergency situations.
- b. Coordinates damage assessment teams conducting field survey, and assures teams are properly trained and equipped. Forwards assessments to Emergency Operations Center for transmittal to NCDDEM/FEMA staff.
- c. Provides property tax information assistance for insurance representatives and county residents at disaster assistance application centers.
- d. Assists the executive group in prioritizing repairs and restoration of affected facilities during the recovery period.
- e. Revises property tax records to reflect damages to privately-owned property.
- f. Provides maps/aerial photos to the EOC for damage assessment reports and public information.

Superintendent, Craven County Schools

- a. Develops, maintains, and revises SOP's/guidelines for the safety and protection of students, facilities, and other personnel during emergency situations.
- b. Coordinates evacuation and transportation operations for students during emergencies.
- c. Provides support personnel, equipment, and facilities as necessary (schools, bus drivers, cafeteria personnel, and other equipment, etc.) to assist in transportation/mass care/food and water response efforts.
- d. Provides support personnel to the EOC during activation of the facility.
- e. Provides school facilities for temporary shelters and medical treatment facilities, as needed. Develops Memorandum of Understanding for use of the facilities.

- f. Plans for the transportation of county residents in a disaster or emergency situation, with priority given to citizens without transportation, elderly, handicapped, and other special needs citizens, in conjunction with the CARTS Director.
- g. Maintains school transportation resources in good operating condition and provides for the refueling of these resources when necessary.
- h. During recovery period, completes damage assessment on school properties and report to County Tax Administrator and County Manager for computation.
- i. Provides interpreters (when available) for Hispanic and other non-English speaking people in shelters.

Director, C.A.R.T.S.

- a. Develops, maintains, and revises SOP for the transportation of County residents during emergencies.
- b. Coordinates transportation operations with Craven County schools through the EOC.
- c. Provides current resource list to Emergency Services Office on a quarterly basis.
- d. Makes buses, vans, and drivers available as needed to effect a coordinated evacuation/transportation operation.
- e. Provides for refueling and maintenance of vehicles.
- f. Develops Memorandum of Understanding for use of vehicles and personnel.
- g. Develops procedures to support unmet needs operations, when required.

Craven County Finance Director

- a. Develops and maintains standard operating procedures for county emergency financial record-keeping during emergency disasters.
- b. Provides the County Tax Administrator with accurate documentation of disaster damage to county-owned facilities.
- c. Provides county damage assessment/financial support information in support of the Governor's request for a Presidential Declaration of Disaster.
- d. Develops financial accounting procedures to assist local agencies in recording and reporting their emergency expenses.
- e. Assists in the establishment and management of post-disaster donated funds; assists in the preparation of applications for, and management of, post-disaster recovery projects.

Mayors, Craven County Municipalities

- a. Utilize municipal personnel, facilities, and equipment resources to support the Craven County Emergency Operations Plan. Support not to conflict with municipal needs.
- b. Provide law enforcement support to assist with warning and evacuation efforts during emergencies/disaster events.
- c. Assess the needs of the affected municipality and request resources through the Craven County Director of Emergency Services.
- d. Enforce provisions of local ordinances and NC General Statutes relating to disasters/emergencies.
- e. Declare a State of Emergency for the municipality and ensure enforcement.
- f. Ensure protection of life and property within the municipality.
- g. Assist county officials with damage assessment/recovery activities.
- h. Conduct damage assessment surveys within municipal limits utilizing municipal officials. Provide for training of damage assessment teams on a regular basis.
- i. Provide copies of municipal agreements, checklists, and SOP's to the County Department of Emergency Services.
- j. Update and coordinate amendments to the Craven County Emergency Operations Plan (CCEOP) and coordinate development of internal, interdepartmental and interagency standard operating procedures and memoranda of understanding.
- k. Ensure that periodic drills and emergency exercises are conducted in order to ensure that response procedures defined within the EOP are functionally effective for actual emergency operations.
- l. Coordinate policy-making functions necessary to ensure public health and safety within the municipal borders.
- m. Make available municipal resources, as appropriate, in response to resource requests from other agencies.

Craven County Local Emergency Planning Committee (LEPC)

- a. Carries out the responsibilities for local emergency planning pursuant to SARA Title III and ensures adherence to the policies of the NC Emergency Response Commission.
- b. Assesses and makes recommendations as to the current level of prevention, preparedness and response capabilities for hazardous materials events.
- c. Ensures the development of, and maintenance of, emergency operations plans consistent NEMIS and NCGS requirements to protect the public during hazardous materials events.

- d. Develops and ensures that procedures for notification are in place and effective in the event of a hazardous materials accident.
- e. Ensures adequate training of responders to hazardous materials events.
- f. Identifies individuals and/or groups in hazardous materials risk areas with special transportation needs.
- g. Identifies resources needed for response to hazardous materials emergencies and makes recommendations to the Craven County Board of Commissioners.
- h. Ensures that Craven County remain in compliance with the provisions of the SuperFund Amendments and Reauthorization Act of 1986.
- i. Ensures that emergency coordinators at hazardous materials sites provide information to the LEPC in a timely manner.
- j. On a yearly basis, publishes the required legal notice for the LEPC in the local newspaper.

Amateur Radio Operators (ARES - Amateur Radio Emergency Service)

- a. Provide a liaison to the Craven County EOC that would facilitate communications backup in all operational shelters. ARES would also provide support to the EOC in communications to the State EOC during emergency activation.
- b. Transmit/receive emergency traffic as necessary during emergency conditions.
- c. Disassemble and relocate radio equipment to alternate locations, if necessary.
- d. Maintain message logs for all radio traffic.
- e. Support post-disaster emergency communications, if needed.

Coastal Carolina Chapter of American Red Cross

- a. Coordinates provision of shelter/mass care services with the Directors of the Craven County Social Services Department and Craven County Health Department.
- b. Provides support personnel as requested for shelter/mass care operations.
- c. Provides shelter managers and staff to operate ARC-designated shelters.
- d. Provide training for shelter managers/staff.
- e. Cooperates/coordinates with Salvation Army and other volunteer agencies in the delivery of mass feeding and human care services.
- f. Designates a coordinator and personnel to assist the Director of the Social Services Department in the management of post-disaster donated goods.

State and Federal Representatives

- a. The Eastern Branch Area Three (3) Coordinator for the NC Division of Emergency Management will coordinate state government resources requests for Craven County.
- b. The primary contact for the local EMC/EOC staff for coordination of designated ERAC resources is the North Carolina Division of Emergency Management (which in turn provides liaison to the NCOEMS and various RAC Coordinators throughout the state).
- c. The NC Highway Patrol may provide a liaison to the Craven County EOC for evacuation and law enforcement support, if needed.
- d. The NC National Guard may provide a liaison to the Craven County EOC, if needed.
- e. The NC Department of Transportation may provide a liaison to the Craven County EOC, if needed.
- f. The NC State Emergency Response Team may provide support personnel to the Craven County EOC, if needed.

D. CONCEPT OF OPERATIONS

Response

1. North Carolina General Statute 166-A(2) requires County/City governments to organize and plan for the protection of life and property from the effects of hazardous events within its borders.
2. In significant emergencies or disasters, direction and control will be carried out by the Craven County Emergency Services Director, the Craven County Manager, and/or their designee(s) through activation of the Emergency Operations Center. In smaller events, initial on-site direction and control will be provided by the initial responder, who will function as the Incident Commander until authority is passed to a higher level through the ICS chain of command.
3. The Craven County Emergency Operations Center (EOC) will be staffed and operated as the situation dictates. When activated, operations are supported by the various ESF Coordinators listed above, ranking representatives from local government, state government (if representatives are provided), private sector personnel (e.g., utility company representatives, and volunteer organizations to provide information, data, resources, and recommendations as to appropriate actions needed to cope with the situation).

4. The senior elected official or the designee of a jurisdiction impacted by an emergency or disaster may declare a State of Emergency to exist within the jurisdiction of any part thereof and begin implementing emergency procedures on their own authority.
5. Termination of a State of Emergency shall be declared by the authority who issued it
6. Critical facilities that have been identified as vital to the operation of the county and local government functions have been identified, and mitigation procedures have been defined and implemented to ensure their proper function during times of emergency
7. The County Manager and Emergency Services Director will coordinate and control emergency response resources of the County. The Mayors and/or Chief Executive Officers of the municipalities will control their own resources.
8. Emergency public information will be disseminated by all available media outlets through the public information officer (County Manager unless otherwise appointed).
9. Prior planning and training of personnel are prerequisites to effective emergency operations and must be considered as integral parts of disaster preparations.
10. All legal documents of either a public or private nature recorded by designated officials must be protected and preserved in accordance with existing law, statutes, and ordinances.
11. Departments, agencies, and organizations assigned either primary or supporting responsibilities in this document must develop standard operating procedures in order to implement this plan effectively during disaster/emergency events.
12. Coordination with surrounding county emergency response personnel and regional/state resources is essential when events occur that impact beyond jurisdictional borders, or if local resources are exhausted during a local incident. When local government resources prove to be inadequate during emergency operations, requests for assistance will be made to other jurisdictions, higher levels of government, and other agencies in accordance with existing or emergency negotiated mutual aid agreements and understanding. Requests for State or Federal resources must be made through the Craven County Emergency Services Director to the Logistical Operations Support Area, Eastern Branch of the Division of Emergency Management Office, and forwarded to the State EOC.
13. When a disaster affects a relatively small portion of the county (i.e., one of the municipalities), the Craven County Department of Emergency Services will respond to that municipality EOC to provide assistance and assist with the coordination of county, regional, and state resources for the affected area. At no time will the County Department of Emergency Services Office assume direction and control of municipal resources.

14. Municipalities unaffected by a disaster or emergency event may be requested to send personnel and equipment to other parts of the county to assist in mitigating the effects of the disaster on affected citizens.
15. When a disaster overwhelms the capability of state and local governments, resources of federal departments and agencies may be required. The process for requesting and obtaining these federal resources must be understood by the Executive Control Group and municipal officials.
16. The National Response Framework (NRF) replaced the National Response Plan in March of 2008. The framework's basis is to outline the federal government's role in providing response and recovery assistance to state and local governments impacted by a significant disaster of any kind which results in a required federal response.
17. Under the NRF and National Incident Management System (NIMS) guidelines, county departments and support agencies having various authorities and resources have been assigned primary and support responsibilities for various Emergency Support Functions (ESF's). These emergency support functions will work in concert with state/federal agencies to provide needed response/recovery resources during and after an emergency/disaster event.
18. Under the provisions of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, a Federal Coordinating Officer (FCO) will be appointed as the President's representative to coordinate overall delivery of federal assistance. Federal departments and agencies have been assigned missions to provide assistance directly to the state, under the overall direction of the FCO.
19. Local governments will use their normal channel for requesting state/federal assistance and/or resources (i.e., through the Emergency Management Eastern Branch Office to the State EOC). If state resources have been exhausted, the state will arrange to provide the needed resources using the ESF's as described in the Federal Response Plan.
20. The operational activities of county and local government will be accelerated to increase the state of preparedness and for the public to meet and cope with an impending or immediate disaster if warning is sufficient.
21. In the event a disaster occurs with little or no warning, operational activities will be directed toward protecting life and property, administering to the health and welfare of the population, containing or limiting the damage effects of the disaster, assessing damage, and estimating requirements for restoration and recovery from the effects of the disaster.

Mitigation and Preparedness

1. Mitigation activities are designed to prevent the occurrence of an emergency or reduce the community's vulnerability in ways that minimize the adverse impact of a disaster or emergency. Craven County wishes to develop a strong county government emergency response capability to preserve, maintain, and reconstitute the county government's ability to carry out the executive, legislative and judicial processes under the threat or occurrence of any emergency condition that could disrupt such process and services.

2. Mitigation activities conducted at the county and local level include, but are not limited to the following:

- Prepare disaster response plans and procedures to cover natural or man-made disasters.
- Prepare annexes in support of county plans as required and support to local government and/or other county/state organizations.
- Conduct training, education and exercise programs to assure a continuing capability to accomplish disaster response measures for response staff and auxiliary staff.
- Prepare and conduct public information programs on natural and man-made disasters to educate the public on protective measures to be taken in the event of a disaster.
- Develop procedures for alerting, notifying and mobilizing key officials and emergency response personnel in the event of a disaster.
- Establish mutual support agreements as required with other local and adjacent county governments.
- Prepare plans for disaster and recovery phases of disasters.
- Identify and authorize specific emergency-related legal powers for key elected or appointed officials or their designated successors to continue government operations under emergency conditions.
- Developing procedures for safeguarding essential records for continuing government functions and protection of civil rights.

Recovery

1. Recovery occurs during the time following a man-made crisis or natural disaster. During recovery, governmental agencies, public services, industries and other organizations will undertake emergency operations to restore law and order, repair damage to facilities and utilities, administer to the sick and injured, resettle homeless and displaced individuals and families, and restore the economy.

2. The county government will be responsible for determining priorities of effort, allocating resources to priority operations, and assisting the public toward recovery and restoration of county services.

E. WARNING

1. The National Weather Service (NWS) Office in Newport, NC, will detect and track potentially dangerous storm systems that may impact Craven County. The Weather Service begins issuing advisories containing strategic information on any storm system that might affect Craven County and continues to issue updated advisories, watches, and warnings as long as any threat exists. Such advisories are broadcast over the NWS/NOAA Weather Radio System and also on local government frequencies, radio, and television stations, as county officials and broadcasters become aware of potential emergencies. NWS weather information including the Emergency Managers' Weather Information Network (EMWIN) is also available through both internet and direct satellite feed.

2. The Craven County Department of Emergency Services will coordinate information about potentially severe weather with the National Weather Service and maintain up-to-date information concerning potential storms. As appropriate, such information will be provided to the citizens of the affected areas within the county through local television and radio broadcasting.

3. The Amateur Radio Emergency Services (ARES), by agreement with the NWS, will report weather conditions that have a potential to inflict severe damages on Craven County (e.g., hurricanes, floods, tornadoes).

4. The Craven County Planning Department and the Department of Emergency Services have identified low-lying areas that are prone to flash flooding and dam failure(s) resulting in flooding. Upon receipt of potential problems in these areas, the Department of Emergency Services will utilize local broadcasting resources and Sheriff's Department personnel to notify the downstream residents to evacuate to higher ground.

5. A variety of additional warning systems are available for use to county agencies during emergency operations. The Craven County Communications Center is located in the Court House Complex, in New Bern, and is operated by the Craven County Emergency Services Department. This facility (county warning point) is operational 24 hours per day. Public inquiries are received at this facility and warnings are disseminated to the county forces. The communication tower is located at Craven Community College, 800 College Court, New Bern, North Carolina. The Emergency Alert System (EAS) will be used to notify the general public of emergency conditions. The county warning point has the capability of using numerous radio

systems and networks to provide a countywide emergency warning system including NWS, the NC State Government Radio, satellite connections, high frequency radio, and amateur radio.

6. The Craven County Department of Emergency Services will coordinate warning/communication efforts with all appropriate departments/agencies and organizations to ensure warning readiness in time of a man-made or natural disaster or emergency.

7. Local municipalities shall prepare plans and procedures for employment of local warning procedures utilizing all available systems and networks. Personnel and facilities shall be organized and exercised to provide warning capability on a 24-hour-a-day basis.

8. Agreements and contracts shall be made to ensure emergency warning equipment is serviceable on a 24-hour-a-day basis. Alternate warning systems shall be maintained and tested for use in the event that primary systems are damaged and rendered inoperable.

9. Specific responsibilities and assumptions related to public warning of natural and manmade disaster events are outlined in Annex 2 – Communications & Warning, of this EOP.

F. EVACUATION

1. Evacuation is the controlled movement and relocation of persons and property necessitated by the threat of a natural, technological, or man-made disaster. Although Craven County is fortunately served by several major highways, the evacuation of large numbers of people from vulnerable areas will stress the capabilities of the county's road network. Therefore, in the event of a catastrophic tropical storm event or major manmade disaster, a major evacuation of personnel must be initiated as soon as feasible with direction and control and coordination with all appropriate departments and agencies conducted through the EOC.

2. The Craven County Director of Emergency Services will monitor conditions that have the potential to require the evacuation of any area(s) of the county. The Department of Emergency Services will confer with emergency management support staff in affected areas of the county, local NCDOT and NC Highway Patrol representatives, and appropriate county representatives in developing an evacuation recommendation for NCDEM. NCDEM will notify the Governor and make recommendations as required.

3. As directed by the Craven County Director of Emergency Services (see ESF-19), the Craven County Sheriff will coordinate evacuation routing to shelters, provision of transportation, shelter and congregate care, and provide public information to the Public Information Officer to deal effectively with the situation before, during, and after an evacuation.

4. In preparation for an evacuation, the Director of the County Department of Emergency Services will develop an evacuation plan specifically for the impending natural disaster or following a large-scale emergency event. Plans will specifically identify critical facilities such as schools, hospitals, nursing homes, confinement facilities, industries, and places of public assembly.

5. The Craven County Sheriff is the county's executive agent for all traffic control issues, including identification of evacuation routes, before, during, and after an evacuation operation. Evacuation operations will be conducted under the guidelines of ESF-19 (Evacuation) as delineated in Annex 19 of this plan.

6. The Craven County Department of Social Services is responsible for planning mass care (see Annex 6), and identifying emergency shelters before, during, and after an evacuation.

7. Craven County Schools is tasked with supporting mass care operations (see Annex 6) and providing mass transportation services with support from CARTS (see Annex 1) before, during, and after an evacuation.

8. Emergency conditions and affected areas that may require evacuation include:

- Tropical Storms and Hurricanes: low-lying and densely populated areas of the county.
- Hazardous Materials Incidents: densely populated areas throughout the county.
- Weapons of Mass Destruction Incidents: densely populated areas throughout the county.

9. Depending on circumstances, two types of evacuation may be employed:

- Voluntary Evacuation. In the event a threat is posed to population centers, local officials or the Governor may recommend that those citizens who feel threatened leave the vulnerable area. This evacuation normally, but not always, occurs prior to a mandatory evacuation order being issued. Selected shelters will be opened.
- Mandatory Evacuation. During a mandatory evacuation, all citizens are expected to leave the affected area. Under a mandatory evacuation order, nursing homes and residential care facilities are required to evacuate. However, hospital administrators are given the discretion to assess the situation and make a determination with regard to what is in the best interest of their patients. They may decide to shelter patients in place.

10. Effective dissemination of information is essential to management of a successful evacuation. In order to ensure effective management of a major evacuation, every involved organization must have timely and accurate information regarding the current characteristics of the evacuation, support operations, resource availability, and the hazard itself. To accomplish this, a process for routine communications and coordination will be initiated by the county EOC. Examples of such information regarding evacuations include:

- Characteristics of the hazard and associated events.
- Designated evacuation area, initiation times, and resource mobilization status.
- Current status of evacuation routes.
- Progress of resource pre-deployment.
- Status of available public shelter.
- Estimated time to complete evacuation.

11. After the threat that caused the evacuation has passed, the Director of the County Department of Emergency Services, in coordination with appropriate local agencies, will assess the post-disaster situation and make a recommendation with regard to rescission of the evacuation order. Upon rescission of the evacuation order, community officials will control the timing for re-entry/return of citizens as the situation and public safety considerations allow. The County Sheriff's Department will develop and execute a return traffic management plan.

12. Post-evacuation activities will also include a review and critique of the regional evacuation and associated procedures to determine the need to modify evacuation procedures for similar events in the future.

G. PUBLIC INFORMATION

1. Provision of emergency information to the public from all levels of government is essential to avoid or minimize loss of life and property if a disaster is imminent or has already occurred. Before, during, and after emergency operations, the public will be apprised through reports to the news media and through the use of the Emergency Alert System (EAS). The information provided before, during, and after a disaster/emergency shall provide clear, concise, and accurate information on the existing situation in the disaster area, actions being taken by the authorities, and those to be taken by the population. Every effort shall be made to prevent and counter rumors, hearsay, and inaccurate information.

2. Effective communication among all appropriate departments, agencies, and organizations will be maintained to ensure proper emergency public information coverage.

3. Standard Operating Procedures for public information during disasters or emergencies will be developed and maintained by the Craven County Public Information Officer and the Craven County Department of Emergency Services.
4. The Craven County Public Information Officer or designee is responsible for informing the public of emergency and disaster operations within the county.
5. The Public Information Officer will identify qualified personnel from other county agencies for use as media liaisons either at the scene of the emergency or at the county EOC. Heads of all departments and agencies shall provide public information personnel and equipment resources when requested. County departments and support agencies shall be prepared to transport support personnel and equipment whenever and wherever an emergency or disaster occurs in Craven County, regardless of the time.
6. Situation briefings, press conferences, taped messages, photographs, news accounts, statistics on injuries and fatalities, and other information shall be provided to the news media as appropriate.
7. The Craven County Public Information Officer will ensure that the public receives appropriate information concerning preparation for tropical storms before each hurricane season, will work with the Director of Emergency Services to advise the public of the potential for hazardous materials emergencies, and will also provide regular reports to the County Board of Commissioners and to the public concerning the maintenance of this Emergency Operations Plan.

H. ADMINISTRATION AND LOGISTICS

1. A large emergency or disaster will place great demands on the resources of local government. Distribution of required resources might be made difficult by the circumstances of the emergency. Initial priority will be given to food, water, medications, and resources required for the reestablishment of the infrastructure. Resources will be identified and provided as soon as practical. Coordination with appropriate departments and agencies will be performed to ensure that operational readiness is maintained at all times. Administrative procedures will be conducted in accordance with existing rules, resolutions, and ordinances. Individual government agencies and augmentation forces will utilize supplies, operational aids, and transportation organic to their organizations. Additional supplies, transportation and staffing required will be requested through the County EOC.
2. Craven County is vulnerable to many natural and manmade hazards that have the potential to cause disasters of such magnitude as to warrant centralization of the emergency

management direction and control capacity (EOC) and specific ESF functions in order to conduct effective and efficient emergency operations.

3. Municipalities within the county may exercise independent direction and control of their own emergency resources. Additional resources may be sent to the municipality. Requests for state/federal government assistance will be directed to the county EOC (Emergency Services Director before activation).

4. The county EOC may be activated (including representatives from agencies and departments assigned primary responsibility in this plan) if one or more of the following situations occur:

- An emergency or disaster poses an imminent threat to public safety/health;
- Extensive multi-agency/jurisdiction response and coordination are necessary to resolve or recover from the emergency situation;
- Local resources are inadequate/depleted and significant mutual aid from state or federal resources must be utilized to resolve the emergency situation;
- The disaster affects multiple political jurisdictions within the county, all of which are relying on the same emergency resources to resolve the emergency situation.

5. The County EOC (located in Courtroom 5 of the County Courthouse in New Bern) serves as the central direction and control point for county-wide emergency response activities. Should this facility become inoperable, the Craven County Communications Center would become the temporary Emergency Operations Center.

6. Most municipalities within the county would not dispatch representatives to the county EOC during a disaster, but would maintain communications with the county EOC via telephone, fax, or radio. Municipalities and operations chiefs would attend the briefing meetings of the EOC as requested by the Director of Emergency Services.

7. Municipalities would act in unity with the county on such issues as proclamations, security, evacuation, re-entry, recovery, public information and instructions on protection of life and property.

8. Most of the routine emergency situations within the county are directed by a single agency with direction and control being exercised by the Incident Command System (ICS) officer. When two or more agencies respond, the response is accomplished in accordance with local ordinances, policies, procedures, and agreements using Incident Command principles.

9. Firefighting response forces within the county will use the National Fire Academy Incident Command System (ICS).

10. Municipalities within Craven County will normally exercise independent direction and control of their resources, outside resources committed to their jurisdiction by the county emergency operations center (EOC), and resources secured through existing mutual aid agreements with other municipalities.

11. Requests for state or federal assistance, including requests for ERAC activation in mass trauma or other large-scale medical emergencies, will be directed by the County Emergency Services Director with the Eastern Branch Office of the NC Division of Emergency Management.

12. Whenever the EOC is activated or activation becomes imminent, the Emergency Services Director will notify EOC personnel and the Eastern Branch Office of the NC Division of Emergency Management. Additionally, the Director is charged with carrying out all administrative decisions in regards to proper operational procedures of the EOC.

13. Existing standard operating procedures will be utilized within the EOC to manage operations and dispatching of resources.

14. The overall direction and control of emergency activities in Craven County is vested with the Chairman of the Board of County Commissioners or his designee (County Manager). The Emergency Management Director (Emergency Services Director) carries out the function of disaster coordination at the direction of the Chairman or his designee. On site, management will be established by the Incident Commander.

15. Personnel assigned or responding to the EOC will normally be assigned duties in one of the two following groups:

a. The Executive Group is responsible for overall direction and control of operational forces and operational policies and consists of the following personnel:

- Emergency Services Director
- Chairperson, Board of County Commissioners
- County Manager
- Assistant County Manager
- Director of Human Resources
- Finance Director
- Mayors of Municipalities
- Sheriff

- b. The Operations Group consists of the specific Annex Coordinators (ESF Coordinators) outlined in Section C. – Organization and Assignment of Responsibilities -- and the Annexes of this EOP; however, staffing may be adjusted by deletion or addition of private, volunteer, or governmental agencies in response to the specific emergency.

16. To limit the number of responsibilities and resources being managed by any individual, the ICS requires that any single person's span of control should be between three and seven individuals, with five being ideal. In other words, one manager should have no more than seven people working under them at any given time. If more than seven resources are being managed by an individual, then they are being overloaded and the command structure needs to be expanded by delegating responsibilities; (e.g., by defining new sections, divisions, or task forces). If resources/responsibilities number fewer than three, then the position's authority can probably be absorbed by the next highest rung in the chain of command

17. Reports are required periodically when a disaster has occurred to provide the county and state governments with information to use in determining the appropriate response.

- a. *Initial Situation Report:* This report will be submitted to the Craven County Department of Emergency Services by the Incident Commander through the most expedient means possible. Incident Commanders in impacted municipalities shall submit reports to the Craven County Department of Emergency Services for forwarding to NCDDEM. This report will include but not be limited to the following information:

- Type of disaster
- Date and time of disaster
- Status of mobilization of county resources
- Initial damage
- Immediate support required of state government

- b. *Daily Situation Report:* This report is submitted daily by the respective Incident Commanders and/or Annex Coordinators to the Craven County Department of Emergency Services. This report will be supplemented by flash reports submitted when a significant change has occurred, which should be reported immediately. This report shall include evaluations of adequacy of assigned resources and shall also describe significant changes in status including numbers of dead, injured, homeless, confirmed missing, and major corrections to estimated damage assessment.

- c. *Damage Assessment Report:* This report is a compiled data record showing actual damage to personal and public property and the expenditures and obligations of local government and state agencies as required to support requests for state and federal disaster assistance. See Annex 18 -- Damage Assessment.
- d. *After Action Report:* As soon as practical after termination of a significant emergency or disaster event, the Craven County Director of Emergency Services will submit a narrative report to the NC Division of Emergency Management summarizing and evaluating capabilities of the overall combined efforts of the local, state, and federal government agencies involved in response/recovery efforts, the weaknesses observed, and recommended actions that should be taken to improve effectiveness.

18. Funding and Accounting: Expenditures of county monies for emergency operations will be in accordance with guidelines set forth by the Craven County Finance Director. Accounting for expenditure of county funds will be conducted under applicable laws and ordinances and will be subject to audit. Proper documentation will be maintained and will serve as the basis for any federal disaster declaration and subsequent reimbursement requests from state and federal government.

19. Consumer Protection: In addition to any local efforts to curb price gouging and problems with fraudulent contractors, the Department of Consumer Affairs and the NC Attorney General's Office will monitor emergency activities to provide protection to consumers following disaster events.

20. Environmental Protection/Local Building Code Compliance: All actions taken pursuant to a disaster event to repair and restore, whether by a governmental agency or individual, will be accomplished in accordance with applicable county development ordinances, and North Carolina and federal laws and regulations related to environmental protection. The Craven County Department of Planning and Inspections can provide information concerning environmental and building code compliance to concerned individuals as required.

I. CONTINUITY OF GOVERNMENT OPERATIONS

1. Continuity of government is an essential function of emergency management and is vital during an emergency or disaster situation. All levels of government (federal, state, and local) share a constitutional responsibility to preserve the life and property of their citizens. State and local continuity of government is defined as the preservation, maintenance, or reconstitution of the civil government's ability to carry out its constitutional responsibilities. Emergency and disaster occurrence could result in significant disruption of government functions, which

necessitates that all levels of state and local government develop and maintain procedures to ensure continuity of government.

2. Each county department is responsible for the preservation of essential records and documents to ensure continued operational readiness and to comply with the requirements of this EOP and related laws and ordinances.

3. Line of Succession:

- Chairperson, Craven County Board of Commissioners
- Vice Chairperson, Craven County Board of Commissioners
- County Commissioners (by seniority)
- Craven County Manager/Assistant Manager
- Director, Craven County Department of Emergency Management
- Craven County Sheriff
- Annex Coordinators (by responsibility)

4. Emergency Operating Centers: The Craven County EOC is located in Courtroom 5 of the Craven County Courthouse in New Bern, NC. Should the primary EOC become inoperable or unusable, emergency operations will continue at a reduced staffing level at the County's Communication Center. During emergency operations, it may become necessary to establish a forward command post to coordinate response activities at the incident site. Should such a situation arise, the DES will appoint an individual to direct the forward operation. With the establishment of a Forward Command, responding agencies may wish to establish a mobile command post to meet, plan, organize, and communicate.

5. Vital Facilities: Several categories of facilities have been identified as essential for an immediate response following a disaster or emergency and others have been identified as critical for long-term recovery operations. These categories include:

- Electrical distribution systems
- Water distribution systems
- Sewage disposal systems
- Health and medical facilities
- Transportation resources and facilities
- Communications networks
- Public buildings
- Emergency services facilities
- Landfill and debris sites
- Fuel depots

- Public/private supply centers

Information on specific vital facilities and resources will be maintained in the Craven County Department of Emergency Services and will be accessible from the County EOC.

J. PLAN DEVELOPMENT AND MAINTENANCE

1. This plan is the principal source of documentation concerning the Craven County's emergency management activities. Designated departments and organizations in Craven County have the responsibility for developing and maintaining respective portions of the plan. Overall, the Director of Emergency Services will coordinate the efforts of all responsible departments and/or organizations for plan development and timely update/revisions. At a minimum, this plan will be reviewed and updated on an annual basis.

2. Government agencies charged with responsibilities in this EOP are responsible for developing standard operating procedures, checklists, or guidelines to support operations outlined in this plan, reviewing those portions of the plan actually implemented in any emergency, and providing copies of agreements and standard operating procedures or checklists to the Craven County Department of Emergency Services for placement in the Implementation Manual.

3. This plan shall be exercised in accordance with the Federal Emergency Management Agency four-year exercise plan.

4. Following any emergency situation that requires the activation of the County EOC, the Craven County Department of Emergency Services will conduct after-action critiques to identify problems or areas requiring corrective actions. Steps will be taken to address any problem identified and to ensure that current policy and procedures are implemented effectively.

K. AUTHORITIES AND REFERENCES

1. Actions taken during emergency/disaster events require that legal guidelines be followed to assure the protection of the public.

2. Written and verbal mutual aid agreements exist between some agencies and departments within the county and its municipalities.

3. **Selected authorities and references** that form the basis for actions listed in this plan include:

Federal

- Robert T. Stafford Disaster Relief and Emergency Assistance Act (Public Law 93-288) as amended (Disaster Mitigation Act of 2000 – Public Law 106–390)
- Code of Federal Regulations Title 44 – Emergency Management and Assistance
- Emergency Planning and Community Rights to Know Act (SARA Title III).OSHA 1910.120 (Hazardous Materials Response)
- Civil Defense Act of 1950, as amended
- Oil Pollution Act of 1990
- National Response Framework (March, 2008)
- HSPD-5 (National Incident Management System -- December, 2008)
- HSPD-8 (Terrorism Preparedness – 2003)

State

- NC Emergency Operations Plan (March, 2008)
- NC Natural Hazard Mitigation Plan (October 2007)
- G.S. 166-A Emergency Management Act.
- NC Oil Spill Act.
- Eastern Regional Advisory Committee (ERAC) Medical Response Plan

Local

- Craven County Emergency Management Ordinance.
- Proclamation for State of Emergency.
- Termination of State of Emergency.
- Local Emergency Planning Committee By-Laws.
- Mutual Aid Agreements for Fire and Rescue.
- Mutual Aid Agreements for Municipalities.
- Agreements with American Red Cross.

**Annex 1
ESF- 1**

TRANSPORTATION

I. INTRODUCTION

A disaster or any emergency may severely damage the local civil transportation infrastructure. Most state/local transportation activities will be hampered by damaged roads, bridges, and disrupted communications. Responses that require mass transportation assets will be coordinated by ESF-1 during the immediate pre- and post-disaster period. The county's emergency responsibility will primarily include the allocation and prioritization of county transportation assets, with the assistance of Craven County Emergency Services and Craven County Schools, to include processing all transportation requests from local governments, agencies, and organizations. Further, ESF-1 will acquire and coordinate use of air, rail, and water transportation assets if needed. Additionally, ESF-1 will coordinate with actions outlined within ESF-19 (Evacuation and Re-entry).

II. ORGANIZATION

Annex Coordinator Craven Area Rural Transportation Service (CARTS)

Support Agencies Craven County Schools (Superintendent)
Craven County Department of Emergency Services
Craven County Manager
Craven County Sheriff's Department
Craven County Rescue Squads
Craven County Department of Social Services
NC State Highway Patrol
NC Department of Transportation

Line of Succession is as shown below:

1. Craven Area Rural Transportation Service (CARTS) Director
2. Craven County Schools (Superintendent)
3. Craven County Manager
4. Craven County Emergency Services Director

III. PURPOSE

To provide a well organized transportation organization within the county through the coordination and use of all county, public, private, and volunteer transportation resources within Craven County capable of supplying the necessary transportation requirements needed to support emergency response and the evacuation of people during a disaster or impending disaster.

IV. SITUATION AND ASSUMPTIONS

A. Situation

1. The Craven County Schools and the Craven Area Rural Transportation System (CARTS) operate vans and buses capable of transporting handicapped persons.
2. A hazard analysis and vulnerability assessment has been completed which identifies the types of threats to which the county is most vulnerable.
3. Segments of the population that pose special considerations including: non-English speaking groups, persons living in remote areas of the County, handicapped, and elderly will be accounted for through the County's special needs registry. This list will be update and maintained on a constant basis by the Craven County Department of Social Services and Health Department.
4. US Highway 70, NC Highway 17, and NC Highway 55 are the major traffic routes in and out of the County.
5. The key bridges within the county for evacuation of county residents to move outside the County or for evacuees traveling through the County are:

Bachelors Creek NC 43	Little Swift Creek US 17
Bachelors Creek US 70	Neuse River, US 17
Bachelors Creek NC 55	Neuse River SR 1400
Bachelors Creek SR 1005	Palmetto Creek US 17, NC 43
Broad Creek NC 55	Slocum Creek US 70
Core Creek NC 55	Swift Creek NC 43
Core Creek SR 1005	Swift Creek NC 118
Creeping Swamp NC 43	Trent River US70

6. Residents of the county could become isolated if these key bridges were to become impassible.
7. In the event of a disaster situation, EMS transport systems within the county will be available to assist in the transportation of special needs populations.

B. Assumptions

1. Emergency situations may require evacuation of all or part of the county. Small-scale, localized evacuations may be needed as a result of a hazardous materials incident, major fire, or other incident. Large-scale evacuation may be needed in the event of an impending hurricane. If large-scale evacuations are required, the ESF-1 coordinator will be

responsible for establishing adequate transportation resources to facilitate the execution of ESF-19.

2. Traffic control resources must be in place prior to the public release of an evacuation order.
3. If there is significant potential threat, some residents will evacuate prior to being advised to do so by public officials.
4. Some people will lack transportation. Others who are ill or disabled may require vehicles with special transportation capabilities. Still, others who are non-English speaking may have to be provided interpreters.
5. Debris or damage to the roadway could hamper re-entry.
6. Effective evacuation should be completed during daylight hours.
7. Large-scale evacuations from oceanfront counties or contiguous counties will impact transportation flow within Craven County.
8. Effective traffic control points will facilitate orderly re-entry into isolated or evacuated areas.

V. CONCEPT OF OPERATIONS

A. General

1. The Craven Area Regional Transit System (CARTS) Director has been designated as Coordinator of ESF-1. CARTS is responsible for coordinating transportation activities and operations of all county, public, private, and volunteer transportation organizations within the county, including transportation resources in transit within the county at the time of, or entering the county subsequent to, a disaster situation. All ESF-1 supporting agencies and organizations will assist CARTS in the planning and execution of the above.
2. The ESF-1 Coordinator is responsible for the execution of all emergency transportation services necessary to support the emergency operations of local agencies and organizations.
3. The process of furnishing transportation services during a disaster situation involves two series of actions. First, essential immediate transportation needs are identified and actions are taken to provide for these needs. Second, as soon as possible, future continuing needs for transportation service and expected future transportation capabilities are estimated. Decisions are then made and actions taken to direct these expected future capabilities to meet the needs considered most essential. Priority will be given to restoring transportation infrastructure (roads,

routes, rail, and channels) supporting mobilization sites, distribution points, staging areas, post-impact evacuations, and medical facilities.

4. The ESF-1 Coordinator is to assess the situation (both pre and post-event) and, in coordination with the Director of Emergency Services, develop strategies to respond to the emergency.
5. Priority will be given to students, if school is in session, in accordance with the emergency plans of the County School District until all students have been transported to their destination.
6. Transportation service will be provided for the timely evacuation of persons from any area of the county that has been affected by a disaster or that is considered a threat to life in coordination with the actions outlined within ESF-19.
7. All available resources will be used to provide transportation for non-ambulatory patients, lame and institutionalized persons and those persons who do not have private means of transportation. Vehicles of the county, public, and private and volunteer organizations will be used to the maximum extent possible.
8. All county, public, private, and volunteer transportation organizations will be activated by the ESF-1 Coordinator when required during a disaster period.
9. Requests for use of additional transportation resources will be made through the County Emergency Operations Center (EOC). State and Federal support will be committed, as available, on a mission type basis upon request to the State.
10. Transportation operations will be controlled from the County EOC.

III. PURPOSE

To provide and coordinate communications support available for direction and control during any emergency situation within Craven County. To provide a means of defining, specifying, and performing the functions of communication through coordination with appropriate federal, state, and local agencies and organizations to minimize loss of life and property in the event of an emergency or disaster.

IV. SITUATION AND ASSUMPTIONS

A. Situation

1. The county communications center is located in the Craven County Court House Complex, in New Bern, and is operated by the Craven County Emergency Services. This facility (county warning point) is operational 24 hours per day, and receives initial warning. Public inquiries are received at this facility and warnings are disseminated to the County forces. The communication tower is located at Craven Community College, 800 College Court, New Bern, North Carolina.
2. This facility is equipped with a TDD machine for communicating with hearing-impaired persons, as required by the Americans with Disabilities Act. This center dispatches all volunteer fire departments and rescue squads within the County. Additionally, this facility can tone out all agencies on the local government frequency (Animal Control, Emergency Services Staff, and Public Workers). The communications center has the ability to text and alphanumeric page the essential personnel. The Communications Center can receive and transmit with all centers in Craven County and utilizes the DCI terminal when appropriate to receive and send warning information.
3. One dispatcher is usually required to receive and dispatch traffic. There is a SOP in place for dispatchers, with a copy on file in the Office of Emergency Services.
4. The remote base station towers are located at Craven Community College, 800 College Court, New Bern, and back-up transmitters are located in the Communications Center. Embarq Telephone provides dedicated phone lines to the communications center and Emergency Management office to serve the radio network. Auxiliary power is provided at the base station tower site at Craven Community College and the Communications Center. There are remote-controlled back-up capabilities for transmitting and receiving on the fire/rescue and police frequencies at the Communications Center.
5. During emergency operations, the Sheriff may have to station a deputy with a hand-held radio in emergency shelters for communications with the field units.

6. Emergency Services has the capability to use the Emergency Alert System to deliver warnings/instructions to the public. Special needs groups, schools, persons in group quarters, camps, and boaters in waterways may require special warning.
7. Scanners owned by private citizens, national weather radio (NOAA Weather Radio System) receivers, and fire/rescue pagers provide additional means of providing warnings.
8. Emergency services personnel have pagers operated by the Craven County Communications Center and can be accessed via the Internet with Page 21 @ Page21.com.
9. All fire departments have audible sirens/bells/horns at their stations. Fire department personnel have pagers for alerting them to danger and calls.

B. Assumptions

1. Use of all available forms of warning and notification will not provide sufficient warning to the general public and special needs groups.
2. During emergency and disaster situations, the commercial telephone system will probably become overloaded, thus delaying calls or making calls impossible due to increased usage.
3. Some remote communities and isolated groups of individuals may not receive warnings in a timely manner and may be without communications for an extended period of time.
4. Loss of the single communication tower on the law enforcement/rescue/fire repeater system could seriously hamper the ability to page and dispatch emergency personnel. The secondary system will communicate with all community-based fire and rescue units and mobile units, but pager coverage is limited.
5. Commercial repair technicians would have to be contacted to effect repairs on the communications systems. Due to the number of contracts for repair and travel times, there could be a delay in technicians arriving in a timely manner. Technicians are supplied from Motorola of New Bern.
6. State assistance may be needed to procure supplemental communications equipment or to locate available repair technicians following a major disaster. The County Emergency Services Director and Assistant Emergency Services Director have satellite communications radio/telephones with access to the State Emergency Management System.

V. CONCEPT OF OPERATIONS

A. General

1. The Craven County Emergency Services Director has been designated as the Communications Coordinator and is responsible, with the assistance of the Communications Supervisor, for the execution of all emergency communication services necessary to support the emergency operations of local agencies and organizations.
2. The Craven County Warning Point (operational 24 hours per day) will initiate notification and warning of appropriate personnel by telephone, radio, or pager (fire/rescue) as required, utilizing established notification procedures. This facility may receive warning directly from the State Warning Point - NC Highway Patrol, Raleigh Communications Center. Warnings would also be received via the EAS or the National Weather Service (NWS) Alert Radio receiver in the Law Enforcement Center.
3. Law enforcement, fire, and rescue vehicles equipped with public address systems may be used to supplement warnings issued to the general public.
4. The National Weather Service may issue weather watches or warnings directly to the public and the affected communication centers. Also the county warning points may receive notice of watches and warnings via the DCI (Division of Criminal Information) System.
5. Local governments will utilize all communication means possible to disseminate warning to the public in a timely manner. These systems include one or more of the following: local radio and television stations; NOAA Weather Radio; sirens, horns, and mobile PA systems; telephones, print media; and broadcast over all radio frequencies.
6. The fire and rescue network will be the primary means by which the executive group will communicate with field forces conducting operations in the county. State Fire and Rescue may also be utilized depending on the magnitude of the event.
7. The NC Division of Emergency Management Eastern Branch Office will relay watches and warnings received from the National Weather Service utilizing telephone, computer, fax and radio capabilities.
8. Notification of governmental officials and/or emergency personnel by the county warning point will follow established standard operating procedures.
9. The Amateur Radio Emergency Services (ARES), by agreement with the NWS, will report weather conditions that have a potential to inflict severe damages on Craven County (e.g., hurricanes, floods, tornadoes).

B. Specific Systems

1. Telephone/Cellular Service

- a. Commercial telephone service is provided by Embarq Telephone Company. Exchanges and service areas are:

New Bern	(252)	229-259-276-349-474-484-514-552-603-617-626-633-634-635-636-637-638-639-670-671-672-772
Cherry Point	(252)	464-466
Havelock	(252)	444-447-463-609-652-720
Vanceboro	(252)	244
Dover/Fort		
Barnwell	(252)	520-521-522-523-525-526-527-559-775-939

- b. Cellular phone service is provided in the county by ALLTEL, Cingular, Sprint, SunCom, and U.S. Cellular.
- c. Embarq Telephone will be furnished a restoration priority list for telephone service prior and/or following a disaster. Such information will come from the vital facilities list.

2. Two-Way Radio Systems

- a. The county's communication system is designated as the principal system to be used for direction and control activities. Principal users of this system include: law enforcement, emergency management, and fire and rescue systems.
- b. The following county departments, agencies, and organizations operate two-way radio systems:

- (1) Emergency Services Department
- (2) Sheriff's Department
- (3) Volunteer Fire Departments
- (4) Rescue Squads
- (5) Environmental Health
- (6) Water
- (7) Animal Control
- (8) Recreation
- (9) CARTS
- (10) Planning/Inspections

- c. The following county volunteer organizations operate two-way radio systems:
 - (1) Amateur Radio Emergency Service (ARES)

- d. Other two-way communication systems which may be used to communicate with the State EOC during emergencies include:
 - (1) WEBEOC, E-mail, Internet
 - (2) DCI (Division of Criminal Information)
 - (3) State Emergency Management FM Voice Radio
 - (4) Commercial Telephone
 - (5) Satellite Communications
 - (6) VIPER Interoperable Communications

- e. The following communication systems can be accessed from the communications center:
 - (1) Sheriff's Department Radio System
 - (2) County Fire/Rescue Network
 - (3) Rescue Squad Radio System
 - (4) The Local Area Police Network
 - (5) DCI (Division of Criminal Information)
 - (6) Satellite Communications
 - (7) VIPER Interoperable Communications

**Annex 3
ESF- 3**

PUBLIC WORKS

I. INTRODUCTION

Craven County is subject to disasters that could result in the need for the restoration of damaged or destroyed essential facilities and utilities. Responses that require ensuring operational integrity of public works and engineering assets will be coordinated by ESF-3 during the immediate pre-disaster, the duration of the disaster event, and during the post-disaster period. The county's emergency responsibility includes maintaining adequate water and municipal sewer services, including an emergency supply of potable water, temporary restoration of water supply systems, providing water for firefighting, and preserving water quality. Engineering activities will include emergency debris removal; technical expertise regarding the structural safety of damaged buildings, bridges, and highways; coordination of emergency repairs to public facilities; and, coordination of appropriate construction services (i.e. electrical, plumbing, soils, and critical needs assessment). These services will be carried out with the assistance of the support agencies shown below.

II. ORGANIZATION

Annex Coordinator: Craven County Manager

Support Agencies: Craven County Department of Solid Waste and Recycling
Craven County Water Department
Craven County Department of Planning and Inspections
Craven County Maintenance Department
Craven County Department of Emergency Services
Municipal water and Sewer Departments

Line of succession is as shown below:

1. Craven County Manager (252) 636-6600
2. County Superintendent of Water Services
3. County Solid Waste Director
3. Municipal Water and Sewer Directors

III. PURPOSE

To provide a well organized and equipped public works response to effectively support the needs of Craven County during any disaster or emergency. To provide for the coordination and use of public works personnel and resources to facilitate restoration of essential public buildings, highway facilities, and utilities damaged or destroyed resulting from a disaster.

IV. SITUATION AND ASSUMPTIONS

A. Situation

1. Craven County

- a. The Craven County Water Department is located at 2818 Neuse Boulevard, New Bern. This department operates the county water system. This department provides water services to the residents and maintains the County system, including billing and collecting for its services.
- b. The Craven County Solid Waste and Recycling Department is located at 406 Craven Street, New Bern. This department maintains convenience centers at various locations throughout the county. Solid waste is transported by contractual services to the regional landfill.
- c. The Craven County Maintenance Department is located at 308 New Street, New Bern. This department has personnel and equipment and could be utilized to support the emergency operation with maintenance needs.
- d. The cities of New Bern and Havelock, and the towns of Dover, Vanceboro, Bridgeton, and River Bend provide water and sewer service for their residents. Homes and businesses not served by these systems utilize private wells and septic tanks. Businesses not serviced by these systems utilize private septic tanks and private waste treatment systems.
- e. A number of sewage treatment plants (municipal and package systems) are located in the county, as well as a number of systems that pump waste water to other locations.
- f. Electrical service is provided throughout the county by Progress Energy of the Carolinas, the City of New Bern, the Jones-Onslow Electric Membership Corporation, Tideland Electric, and Carteret-Craven Electric.
- g. The area's electric utilities have mutual aid agreements with other companies, which allow augmentation of emergency repair crews during emergencies/disasters.
- h. Land-based commercial and residential telephone service for the county is provided by Embarq Telephone.
- i. Answer Quik, Compro, Metrocall, ALLTEL, Answerphone, Page East, and others provide paging service to the area.

- j. Cellular phone service in the area is provided by ALLTEL, US Cellular, Sprint, AT & T, Verizon Wireless and SunCom.
- k. Craven County is served by the Division of Highways, Highway Division Two, District Two maintenance yard located at 209 South Glenburnie Road, New Bern.
- l. Emergency fuel for county vehicles will be available at the New Bern City Garage located at South Glenburnie Road, New Bern.
- m. All roads in Craven County (excluding municipalities) are owned by the state government and maintained by the NC Department of Transportation, Division of Highways. Craven County does not own any roads.

2. Municipal Services

- a. The City of New Bern Public Works Department consists of sanitation collection, stormwater administration and cemetery maintenance. The Engineering Department consists of water, sewer, and wastewater treatment.
- b. The City of Havelock Public Works Department consists of road maintenance, sanitation collection, water, sewer and wastewater treatment.
- c. The Town of Trent Woods Public Works department consists of water and sewer service. The Town of Trent Woods contracts with the City of New Bern for provision of water and sewer services.
- d. The Town of River Bend Public Works Department consists of water, limited sewer, and garbage pick-up services.
- e. The Town of Vanceboro Public Works Department consists of water, sewer, and garbage pick-up services.
- f. The Town of Bridgeton Public Works Department consists of water, sewer, and garbage pick-up services.
- g. The Town of Cove City provides water service.
- h. The Town of Dover provides water and sewer services.

B. Assumptions

- 1. All county and municipal utility service providers systems would need to work together to provide maximum capabilities in a catastrophic event.

2. Following a catastrophic event, most roads and streets will be impassable due to debris.
3. Volunteers will be available and willing to assist with emergency debris removal.
4. Interruption of some or all essential services is an expected consequence of an emergency/disaster, resulting in large numbers of people without essential services.
5. A catastrophic event affecting multiple counties and/or states may result in the following consequences:
 - loss of some or all essential services for extended periods of time.
 - a shortage of available outside assistance
 - a shortage of materials for repair of utilities
 - overall delay in restoration of essential services
 - rapid exhaustion of local resources
 - attempted price gouging for repair of essential services
6. The NC Division of Highways will remove debris from the highway and road system. The Division will not remove debris from private property except in extraordinary cases cleared through the State EOC.
7. Privately-owned farm and industrial equipment will be heavily utilized by volunteers assisting with debris removal.
8. Controlled burning of debris may be allowed as a means of disposal, authorized by County Fire Marshall's office.
9. Vital facilities will receive priority in the restoration of essential services. See supporting documents section.
10. The NC Division of Forest Resources maintains an operation within the County. Equipment suitable for debris removal activities may be available through Craven County Headquarters, from the district office.
12. State-owned or supported vehicles can be refueled at the Division of Highways yard at 205 South Glenburnie Road, which is equipped with auxiliary power, or field-fueled from DOT tanker trucks.

V. CONCEPT OF OPERATIONS

A. General

1. The various agencies in Craven County with public works capabilities will assist each other during emergency/disaster periods as their capabilities allow.
2. The EOC coordinator will receive requests for emergency debris removal, prioritized tasks, and deploy available public and private resources. The Craven County local government radio system will be utilized to coordinate debris removal operations.
3. Priority for emergency debris removal will be given to the following:
 - a. potential rescue sites
 - b. known helipads
 - c. Emergency Operations Center (EOC)
 - d. emergency services locations
 - e. medical facilities
 - f. primary streets and roads
 - g. vital utilities (power lines, substations, wastewater plants, communication sites)
 - h. Disaster Application Center sites (DAC)
 - i. shelters
 - j. staging areas/refueling areas
4. The NC Forest Service will be the lead agency for debris removal from state property, when directed.
5. Temporary debris storage, sorting, and chipping sites will be established throughout the affected area to facilitate management of debris. Sites will be located in areas where burning of debris can be done within applicable regulations.
6. The County Solid Waste Director will assist in the storage, disposal, and sorting of large quantities of debris.
7. Sites will be established throughout the affected area for distribution of emergency water supplies to the public and to work sites.
8. Emergency generators, when available, will be deployed to vital public facilities which do not have power.
9. If available, portable toilets will be provided to the general public and to work sites.
10. Fire departments would clear roads to access their stations with their own resources.

**Annex 4
ESF- 4**

FIRE SERVICES

I. INTRODUCTION

County assistance under this function (ESF-4) shall include actions taken through the application of equipment, manpower, and technical expertise to control and suppress urban, rural, and wildland fires that have, or threaten to, become disasters. The local Fire Authority having jurisdiction (Incident Commander) will be in charge of the scene of a fire, or other emergency involving the protection of life or property, and may compel an evacuation if the situation warrants. Provision of such services will be in accordance with mutual aid compact agreements with local governments, private industry, other states and established recognized standard fire fighting methods.

The potential for damage from fires in urban areas during and after a major disaster is extremely high. Numerous fires have the potential to spread rapidly causing extensive damage and threatening life and property. Normally available firefighting resources may be difficult to obtain and utilize because of massive disruptions of communications, transportation, utility and water systems.

II. ORGANIZATION

Annex Coordinator: Craven County Fire Marshal (Director of Emergency Services)

Supporting Agencies: Craven County Municipal and Volunteer Fire Departments
Marine Corps Air Station Cherry Point, Fire Department
NC Division of Forest Resources
US Forest Service

Line of succession is as shown below:

1. Craven County Emergency Services Director/Fire Marshal
2. Assistant Emergency Services Director/Fire Marshal
3. Chief of the Responding Fire District (Incident Commander)

III. PURPOSE

To provide for the coordination and use of all fire fighting organizations, personnel and equipment in Craven County during a disaster situation. To provide a well organized and equipped fire fighting organization for fire suppression, and if required, provide radiological monitoring and decontamination as well as rescue operations during a disaster situation.

IV. SITUATION AND ASSUMPTIONS

A. Situation

1. Craven County is served by fifteen volunteer fire departments. Many of the departments are located within unincorporated areas of the county. The towns of New Bern, Havelock, Cove City, Vanceboro, Trent Woods, and Dover have municipal/rural departments.
2. The Craven County Firemen's Association, composed of all volunteer fire departments, serves as an advocacy group for firefighters. The Craven County Emergency Services Director acts as the county's liaison to Craven County Firemen's Association and is also designated as the County Fire Marshal.
3. The NC Division of Forest Resources is the lead agency for forest fire control in Craven County, and is supported by the US Forest Service on federally-owned forest lands. Forestry maintains equipment for the county at the headquarters in New Bern. Craven County is located in District 4. District headquarters is located in New Bern.
4. An expanding urban interface has increased the hazard posed by forest fires in Craven County.
5. All volunteer fire departments rely on the Craven County Communications System for primary dispatching and communications.
6. Most of the fire departments are trained at either the awareness or operations levels for responding to hazardous materials spills.
7. Mutual aid agreements exist among fire departments within the county.
8. Craven County conducts fire inspections in the county and the towns of Vanceboro, Bridgeton, River Bend, Trent Woods, Cove City, and Dover. Fire inspections in the City of New Bern and Havelock are conducted by the respective City Fire Inspector.
9. NC Fire Code provisions are enforced through the Craven County Emergency Services office and the Craven County Planning/Inspections Department.

B. Assumptions

1. Planning and training prior to an incident will significantly reduce the risk to personnel.
2. Existing fire personnel and equipment will be able to cope with most emergency situations through the use of existing mutual aid agreements.

3. When additional or specialized fire support is required, assistance can be obtained from supporting state and federal agencies.
4. Incidents may require response by multiple local, state, and even federal agencies.
5. During disasters or emergencies, fire departments may be requested to perform tasks not associated with routine duties, such as search, traffic control, emergency debris removal, alert and notification, evacuation, shelter staffing, etc.
6. Fire stations will become community focal points where people seeking basic necessities and information may congregate following an emergency/ disaster. It is expected that fire stations in affected areas will be manned by various emergency response and support personnel (local EOC) during critical periods of emergency/disaster.

V. CONCEPT OF OPERATIONS

A. General

1. The National Fire Academy Incident Command System will be implemented on an appropriate scale at the scene of every fire event in Craven County. If fire or threat of fire is involved, the fire chief of the district or his designated representative will be the Incident Commander.
2. When three or more state agencies respond to an event, the NC Division of Emergency Management's Area coordinator or his designee will serve as the state lead for coordination of all state resources at the scene of the emergency.
3. Volunteer fire stations will not be utilized as shelters for the public except in very short time frames to allow adequate time to open a community shelter.
4. When three or more Craven County Volunteer Fire Departments are dispatched, a representative from the County Emergency Services office will respond to the scene, or when requested by the Incident Commander of the district fire department.
5. The NC Division of Forest Resources is the lead agency for woodland and forest fire control. During forest fire events, the local fire departments' role will be the protection of structures threatened by the forest fire.
6. Resources required by fire departments beyond those available through mutual aid will be requested through the County Emergency Services office and routed to the Area DEM Office or State EOC.

**Annex 5
ESF-5**

INFORMATION & PLANNING

I. INTRODUCTION

Craven County is subject to a variety of disasters (natural and man-made) that could greatly affect the public welfare and result in a large number of deaths and/or injuries and damage. While Craven County has the day-to-day capability and adequate resources to meet routine emergency needs, during a major disaster problems are multiplied and more complex. Since a disaster could tax the capability and resources of Craven County, the Emergency Operation Center (EOC) is the focal point for county emergency operations during a disaster. The County EOC serves as the central clearinghouse for information collection and coordination of response and recovery resources within the county, including the municipalities within the county, in support of emergency operations. Accurate information regarding the situation will facilitate the effectiveness of the overall response and recovery of the disaster operations. ESF-5 will be in charge of collecting and disseminating such information.

Additionally, during a major or catastrophic emergency in North Carolina, even counties not impacted may be requested to activate their EOCs. This action allows the State EOC to coordinate delivery of intra-state mutual aid in an organized manner through the county network.

II. ORGANIZATION

Annex Coordinator Director, Craven County Department of Emergency Services

Support Agencies Craven County Manager
Craven County Sheriff
Craven County Dept. of Planning and Inspections
NC Division of Emergency Management
NC Office of Emergency Medical Services
Eastern Regional Advisory Committee (ERAC)
Federal Emergency Management Administration (FEMA)
Local Emergency Planning Committee (LEPC)

Line of Succession is as shown below:

1. Craven County Director of Emergency Services
2. Craven County Manager
3. Craven County Sheriff

III. PURPOSE

Prior to and during an actual emergency and disaster, it is imperative for Craven County to maintain adequate resources to respond to, and clearly define standard operating procedures for response to, natural and manmade disasters. ESF-5's responsibilities include maintenance of an adequate EOC, maintenance of procedures to activate/deactivate the EOC, and provision for policies and procedures for the operation and staffing of the Craven County Emergency Operations Center during any disaster situation. ESF-5 serves as the primary point of contact for organizations to request local, state or federal assistance, coordinates of needed medical response efforts with local service providers, and bears responsibility for activation of Eastern Regional Advisory Committee (ERAC) Medical Response Plan. ESF-5 collects, analyzes, processes, and disseminates information about a potential or actual disaster or emergency to facilitate the overall activities of the Craven County government in providing assistance to affected areas.

ESF-5 provides centralized direction to, and coordination of, any or all of the following functions: coordination of all emergency operations; communications and warning; consolidation, analysis and dissemination of damage assessment data; forwarding consolidated reports to state government; and issuing emergency information and instructions. ESF-5 identifies emergency response problems and recommends solutions, and provides coordination with the NC Division of Emergency Management.

IV. SITUATION AND ASSUMPTIONS

- A. During an emergency or disaster, information and planning operations will be controlled from the County EOC and/or the Incident Command Post (ICP). The Craven County Emergency Operations Center is located in Courtroom 5 of the Craven County Courthouse on Broad Street in New Bern. The backup EOC is located at the Craven County Law Enforcement Center.

- B. ESF-5 will collect and process essential elements of information from county government agencies, municipalities, ESFs, and other sources; disseminate information for use by various departments and agencies and provide input for reports and briefings. As a minimum, the following information is required for distribution and subsequent decision making:
 - 1. Deaths
 - 2. Injuries
 - 3. Missing persons
 - 4. Boundaries of the disaster area and designation of an area of operations
 - 5. Political boundaries

6. Infrastructure status (transportation, communications, energy, and medical)
 7. Hazard-specific information
 8. Weather data
 9. Activated emergency management facilities
 10. Shelter and mass care information
 11. Immediate life-threatening needs
 12. Fire or hazardous materials reported in impacted area
 13. Lists of non-state resources operating within state boundaries
 14. Evacuation and re-entry routes/procedures
- C. ESF-5 will provide weather and climate information during emergencies and disasters as required and serve as informational support liaison to the Public Information Officer.
- D. ESF-5 will coordinate Internet Routed Information System (IRIS) operations during EOC activations.
- E. ESF-5 coordinates the procurement and utilization of all support forces and resources made available from within and outside the county.
- F. ESF-5 will assign duties to support agency personnel and provide training as required.
- G. ESF-5 will coordinate the EOC effort in collecting, processing, reporting, and displaying essential information to include development of situation reports.
- H. ESF-5 will conduct planning workshops to identify priorities, develop approaches, and devise recommended solutions for future response operations.
- I. ESF-5 will identify and utilize resources for special or critical facilities/personnel, including mass trauma facilities and specialized hazardous materials or biohazard facilities/responders.
- J. Support for the County EOC during and following extended natural disaster or major emergency will be provided by the County Manager's office and Finance Department.

IV. CONCEPT OF OPERATIONS

The activation of the EOC will be ordered by the County Manager based on his evaluation of the emergency following discussions with the Director of Emergency Services and/or the Incident Commander. The Director of Emergency Services will solicit input from the various Annex Coordinators to help determine the needs of the emergency response community, and whether

or not the EOC needs to be activated. When requested to do so, the county's Warning Point will notify designated personnel. Depending on the situation, a partial or a full activation will be ordered.

1. Partial activation will be ordered when the emergency is minor and the situation requires relatively few response personnel. Such situations might include severe weather warnings or isolated response operations.
2. Full activation will be ordered when widespread destruction has occurred or there is an imminent threat of such destruction that requires the combined and concentrated efforts of county personnel to control available resources.
3. An initial situation briefing will be provided at the EOC by the Craven County Emergency Services Management Director.
4. Specific direction and control of county forces and resources employed in support of disaster operations are the responsibility of the department or agency furnishing support, with EOC coordination/liaison provided by the applicable ESF Coordinator.
5. When the State EOC is operational, all requests for State and/or Federal forces or resources are made to the North Carolina Division of Emergency Management. State and Federal forces and resources that are made available will be assigned on a mission type basis.
6. Upon employment and activation of the Incident Command Post (ICP), the EOC monitors disaster activities and responds to requests from the ICP.
7. Depending upon the severity and magnitude of the disaster, the EOC may have to operate for an extended period of time. Therefore, each department or agency assigning personnel to the EOC should allow for additional relief personnel on a shift basis.
8. Reports will be submitted as required by Emergency Operations Plan and SOP's developed by the Department of Emergency Services.
9. Administrative supplies will be furnished by the Craven County Department of Emergency Services and the County Sheriff's Department.
10. Security procedures and personnel will be provided by Craven County's Sheriff's Department.

11. The Mass Care Coordinator (ESF-6) will operate feeding/sheltering facilities at the EOC.
12. Requests for supplies and services will be made to the Craven County Manager, who must authorize all expenditures. All purchases of such goods and services will be paid for on county purchase order voucher.
13. Support agencies/departments will furnish supplies peculiar to that resource.
14. Response personnel will provide their own personal use items.
15. Transportation to and from the EOC is the responsibility of the individual. Emergency requests for transportation to and from the EOC will be made to the Department of Emergency Services on an individual basis for requirements generated due to breakdown or inclement weather.

**Annex 6
ESF-6**

SHELTER/MASS CARE

I. INTRODUCTION

The Director of the Craven County Department of Social Services is the Annex Coordinator, Mass Care, and is responsible for the coordination of all governmental and non-governmental agencies that comprise the Mass Care organization, which effectively supports the needs of the populace of the county during emergencies/disasters.

Mass care encompasses shelter (existing or constructed facilities), Feeding (fixed sites, mobile feeding units), bulk distribution, First Aid at mass care facilities and designated sites, and Disaster Welfare Inquiry. The Coastal Carolina Chapter American Red Cross in conjunction with the county Department of Social Services and Craven County Schools will manage the administrative aspects of the Special Medical Needs Shelters. This will comprise reimbursing the facility for feeding shelterees when there is a cost, providing sufficient staff to open the shelter, supporting special medical needs operations by registering special medical needs evacuees and their care givers, and preparing/submitting shelter openings and occupancy reports to the County Emergency Operations Center (EOC).

II. ORGANIZATION

Annex Coordinator: Craven County Director of Social Services

Supporting Agencies: Coastal Carolina Chapter American Red Cross
Chairman, Craven County Board of Commissioners
Craven County Department of Emergency Services
Craven County Schools
Craven County Emergency Services
Craven County Health Department
Craven County Sheriff
Craven County Department of Recreation and Parks
Craven County Senior Services

Line of succession is as shown below:

1. Craven County Department of Social Services
2. Superintendent, Craven County Schools
3. Chapter Chairperson, Coastal Carolina Chapter of the American Red Cross

III. PURPOSE

To organize within Craven County Government the capability to meet basic human needs (shelter, food, clothing, inquiry, and emergency social services) in a disaster situation and to outline responsibility and policy established for Mass Care operations before, during and after a disaster.

IV. SITUATION AND ASSUMPTIONS

A. Situation

1. Based upon the county's hazard analysis, there are several emergencies for which shelters may be required, including severe storms, tornadoes, floods, hazardous material accidents, fires, and hurricanes. (see Basic Plan for complete listing).
2. There are identified hurricane shelters for pre-landfall use in Craven County. The Coastal Carolina Chapter of the American Red Cross and the Craven County Department of Social Services are required to activate shelters to accommodate Craven County evacuees in accordance to standards of the American Red Cross.
3. Craven County does not have auxiliary power at any designated shelters. There will be small generators and portable lighting provided at all shelters.
4. Schools that have been surveyed for suitability as temporary shelters include:

PRIMARY SHELTERS

- Arthur Edwards Elementary School
- Brinson Memorial Elementary School
- Ben Quinn Elementary School (Pet Shelter)
- Havelock Senior High School
- Trent Park Elementary School
- Vanceboro Farmlife Elementary School

SECONDARY SHELTERS

- Bangert Elementary School
 - Grover C. Fields Elementary School
 - H.J. McDonald Middle School
 - Havelock Middle School
 - J.T. Barber Jr. High School
 - West Craven Middle School
5. Out-of-county sheltering for Craven County residents (excluding special needs) will be coordinated through the Eastern Branch Office of the NC Division of Emergency Management and Craven County Emergency Services.

6. A written agreement exists between the Coastal Carolina Chapter of the American Red Cross, Craven County Department of Social Services, Craven County Board of Education for the coordination of and use of school facilities for shelter/mass care activities.
7. No specific shelters have been identified to accommodate individuals requiring specialized care, i.e. "special needs" populations.
8. Craven County policy on handling persons who for various reasons would not be able to live in the confines of a temporary shelter; (i.e., those persons requiring specialized medical care) would be assessed under special needs criteria established by the Coastal Carolina Chapter of the American Red Cross and the Craven County Department of Social Services.

B. Assumptions

1. For out-of-county evacuation, sufficient shelter capacity exists in adjacent counties. Shelter location can be arranged and made available.
2. A high percentage of evacuees will seek shelter with friends or relatives rather than go to public shelters.
3. Churches and other groups may open shelters independently. These shelters cannot be supported by the county departments or Coastal Carolina Chapter of the American Red Cross. The EOC will add independent shelters into public advisories information as it is advised of the status of same.
4. Evacuees will be provided with public information in the shelter concerning the emergency event.
5. Following a major disaster, there will be an abundance of goods delivered to the disaster area by well-intentioned citizens outside the impacted area.

V. CONCEPT OF OPERATIONS

A. General

1. The Chairman of the Board of Commissioners or his designee, in coordination with the Emergency Services Director or designee, will make decisions on when and where to open shelters in a County-wide emergency. However, in a small isolated emergency the Incident Commander may request the opening through the Emergency Services Director or designee.

2. Upon notification of a requirement for sheltering by the Craven County Emergency Services Director, the Craven County Department of Social Services will coordinate opening and operation with Craven County Schools and the Coastal Carolina Chapter of the American Red Cross, and will mutually support shelter operations with shared personnel and support services whenever possible.
3. If additional shelter support is needed following a disaster event, requests for assistance should be made through the Eastern Branch Office of the NC Division of Emergency Management by the County Emergency Services Office.
4. Public and private providers of institutional care (medical and residential) remain responsible for shelter plans for their residents.
5. Craven County will not assume any *responsibility/liability* for unauthorized shelter openings during emergency events.
6. The Craven County Department of Social Services, the Craven County Board of Education, the Coastal Carolina Chapter of the American Red Cross, and the Emergency Services Director will make a mutual decision about when shelters are to be closed.
7. At each county-supported shelter location, the county will provide health/medical support, communications, fire protection, and security. Municipal resources will be utilized at shelters located within impacted municipalities.
8. Churches, fire stations, and community centers can be used as pick-up points for persons or groups requiring transportation to shelters.
9. Crisis intervention and mental health counseling should be provided at shelters.
10. Residents utilizing public shelter spaces will be instructed to bring medications, blankets, special foods/formulas for children, and a supply of food for personal consumption. **No weapons are allowed in shelters.**
11. The Craven County Sheriff's Department will enforce security within the shelter and the area(s) immediately adjacent to the shelter (including parking locations).
12. Residents will be instructed not to bring alcohol, drugs (other than prescriptions which will be turned in to the nursing staff), guns or other weapons, "boom boxes", radios, TVs, or perishable goods. Law enforcement will have the authority to search bags and confiscate any items brought into the shelter. Confiscated items will be returned upon leaving the shelter.

13. Residents will be advised that pets will be allowed only at approved pet shelters.
14. Children under 18 years of age must be accompanied by an adult when entering the shelter.
15. Security for shelters opened within municipalities will be provided by the respective police departments.
16. Emergency transportation from shelters to area hospitals will be provided by the nearest rescue squad/ambulance service.
17. Craven County Parks and Recreation has the responsibility for setting up and maintaining the county's central receiving station for distribution of food and water, medical supplies, etc., to support mass care operations, as directed by the Emergency Service Director.

**Annex 7
ESF-7**

RESOURCE MANAGEMENT

I. INTRODUCTION

When disasters or large emergencies occur, normal logistical support operations are severely disrupted. Additionally, the emergency requires resources that go beyond the normal supply system. Emergency procurement operations often make the difference between successful mission accomplishment or failure. ESF-7 will have methods and procedures to evaluate, locate, procure, and through coordination with ESF-1, deliver essential material and personnel resources upon request by local officials.

II. ORGANIZATION

Annex Coordinator: Craven County Manager

Supporting Agencies: Craven County Department of Emergency Services
Craven County Finance Department
Craven County Department of Recreation and Parks
Municipal Administrative Staffs

Line of succession is as shown below:

1. Craven County Manager
2. Craven County Finance Director
3. Craven County Emergency Services Director

III. PURPOSE

Provide or coordinate the provision of services, equipment, and supplies to support expedient operations associated with a disaster or emergency; and for the approval and acquisition of equipment and supplies not available through normal purchasing channels and ordering time frames. Provide a trained emergency supply and procurement organization for the purchase, supply, and delivery of those commodities and services necessary to meet the needs of Craven County during any disaster or emergency.

IV. SITUATION AND ASSUMPTION

A. Situation

1. Many of the resources listed below would be critical in both an immediate response and long-term recovery period within the county. These critical resources may include:
 - Contract laborers and services
 - Specialized emergency response and recovery equipment
 - Facilities

- Information/communications technology
- Commodities

2. The Craven County Emergency Services Office maintains a list of these types of resources available within the County from both public and private sources. It is generally recognized that these resources, somewhat limited in scope, would be inadequate to fulfill all the needs of the various agencies in a protracted emergency/disaster.

B. Assumptions

1. Locally-owned or controlled resources will be first employed to respond to a disaster or emergency situation in the County.
2. Initially necessary personnel, equipment, and supplies will be available locally to support the emergency response.
3. Adequate local resources to respond to a long-term emergency would not be available in the county.

V. CONCEPT OF OPERATIONS

A. General

1. County and municipal departments and agencies will use their own resources and equipment during emergencies and will have control over the management of these resources when the resources are needed to respond to the emergency situation.
2. Staging area(s) for incoming resources will be identified as needed for location in accessible areas as a mobilization point for incoming resources. The Craven County Department of Recreation and Parks is responsible for setting up and maintaining the county's receiving and distribution center for food, water, medical supplies, and other emergency resources as directed by the Director of Emergency Services.
3. The Finance Director will prepare routing procurement procedures for the acquisition or replacement of resources during day-to-day response and recovery operations and also develop a procurement system to acquire needed expendable supplies and services during and after emergencies.
4. The Emergency Services Office will assist in the identification of those resources and capabilities that are available in local businesses and industry and other contributing organizations, and develop the mutual aid agreements required to acquire those resources to support the county under emergency conditions.

5. Resource management will be coordinated from the County Emergency Operations Center during county-wide emergency/disaster situations under the leadership of the County Manager. The agency that has day-to-day control of a resource needed to respond to the disaster will continue to have operational control of the resource during an emergency period.
6. Coordinators of the various functions within county government will coordinate the need for additional personnel, equipment; and/or relocation of supplies with the County Manager/Finance Officer or his/her designee.

**Annex 8
ESF-8**

PUBLIC HEALTH SERVICES

I. INTRODUCTION

A disaster or any emergency may severely damage the local health/medical infrastructure. County assistance under this function consists of health and medical resources (including transportation) temporarily realigned from established programs having coordination or direct service capability for medical care, public health and sanitation, crisis counseling, and deceased identification and mortuary services.

- A. MEDICAL CARE refers to emergency (including field operations) and resident medical and dental care, doctors, nurses, technicians, pharmaceuticals, supplies, equipment, ambulance service, hospitals, clinics and first aid units, planning and operation of facilities, and services.
- B. PUBLIC HEALTH AND SANITATION refers to the services, equipment, and staffing essential to protect the public from communicable diseases and contamination of food and water supplies; development and monitoring of health information; inspection and control of sanitation measures; inspection of individual water supplies; disease vector and epidemic control; immunization; laboratory testing.
- C. CRISIS COUNSELING refers to the professional personnel, services, and facilities to relieve mental health problems caused or aggravated by a disaster or its aftermath.
- D. DECEASED IDENTIFICATION AND MORTUARY SERVICES refers to the identification and disposition of human remains.

II. ORGANIZATION

Annex Coordinator: Craven County Health Department Director

Supporting Agencies: Local Emergency Medical Services System (EMS)
Craven Regional Medical Center
Eastern Regional Advisory Committee (ERAC)/NC RAC's
Pitt County Memorial Hospital/NC RAC Hospitals
NC Department of Public Health
NC Office of Emergency Medical Services

Line of succession is as shown below:

- 1. Craven County Health Director
- 2. Craven County Emergency Services Director
- 3. Incident Commander (local EMS Director)

III. PURPOSE

To provide and coordinate medical response and public health efforts during any emergency situation within Craven County. To provide a means of defining, specifying, and performing the functions of medical response and health care through coordination with appropriate federal, state, and local agencies and organizations to minimize loss of life and property in the event of an emergency or disaster.

IV. SITUATIONS AND ASSUMPTIONS

A. Situation

1. The County Health Department, located in New Bern, is the principal provider of public health services in the County. The department employs multiple nurse practitioners. Pre-natal care and pediatrics are the highest level of care provided. Acute care, beyond first aid response, will be handled by Craven Regional Medical Center and patients will be transported for treatment to the appropriate medical center. Additional acute care resources will be provided through ERAC/Pitt County Memorial Hospital or other NC RAC hospitals as deemed necessary. If a disaster situation impacts an area greater than Craven County some of these resources may be strained and/or unavailable.
2. Home health care is provided by the Craven County Health Department Home Health Care, Craven Regional Medical Center, and other private agencies located in Craven County.
3. Craven County and all county municipalities manage water distribution systems that may become contaminated during a disaster event, particularly during a major flooding event. The municipalities of New Bern, Vanceboro, Havelock, Bridgeton, Dover, Trent Woods, and River Bend, as well as the Marine Corps Air Station Cherry Point, operate municipal sewer systems that pose a potential public health hazard in the event of a catastrophic flood or manmade (terrorism) event. Privately-owned waste treatment systems are in operation in the Carolina Pines and Fairfield Harbour subdivisions in the County.
4. The Bayview Nursing Home, New Bern Health Care, Britthaven of Havelock, Britthaven of New Bern, Two Rivers Nursing Home, Little Shepherd Family Care Home, Homeplace Terrace, Carebridge, Magnolia Place, Christian Care Center, Berne Village Inn, Good Shepherd Home for the Aged, Rose Manor Suite, Sterling House, Barbara Bolling Flynn, and Homeplace Assisted Living are responsible for the care of their residents.
5. Special needs population lists are maintained by those agencies providing services to their clientele. These lists would be available to response personnel through representatives of those agencies.

6. The Craven County Health Department is responsible for companion animal control throughout the county and its municipalities, excluding the City of Havelock and the City of New Bern. Livestock and wildlife response is the responsibility of the Craven County Cooperative Extension Service. Response and recovery actions relating to animal rescue are outlined within ESF-16A/B.

B. Assumptions

1. Most emergency situations can lead to public health and medical problems.
2. A large-scale emergency will result in increased demands on the personnel and equipment resources of the County Health Department, the local hospital, local EMS providers, and other health care providers in the county.
3. During the recovery period following a major disaster/emergency, the health department will focus on controlling the spread of communicable diseases resulting from contaminated water supplies, failed septic tank systems, spoiled or contaminated food supplies, and unsanitary living conditions.
4. A catastrophic disaster could result in multiple fatalities resulting in the establishment of temporary morgues and family inquiries.
5. When local resources can no longer meet the demand of the situation, additional resource requirements will be requested through the Emergency Services office, who will request medical/public health assistance through the Division of Emergency Management. On-site ERAC or other NC RAC resources are under area command or incident command in primary or support mission mode depending on the type and magnitude of the emergency situation.

V. CONCEPT OF OPERATIONS

A. General

1. The Craven County Health Department will implement effective environmental health, nursing, and health education practices to minimize the incident of disease.
2. The Craven County Health Department will coordinate health care in Red Cross-approved shelters and mass care facilities (if established). Medical and public health services in shelters will be rendered in agreement with the American Red Cross and Health Department protocols.

3. Periodic inspections of damaged areas and shelters will be carried out in order to monitor food preparation, rest room facilities, pest control, sanitation, inoculations, and water purification needs.
4. Testing of water supplies will be overseen by the Craven County Health Department.
5. The movement of homebound patients normally cared for by home health care service and those special needs populations (when required) will be responsibility of the agency rendering services to them at the time of the disaster.
6. The health director will coordinate with the County PIO concerning the distribution of information relating to disaster related health procedures and advisories.

**Annex 9
ESF-9**

RESCUE/MASS CASUALTY

I. INTRODUCTION

Urban Search and Rescue is the process of locating, extricating, and providing initial medical treatment to victims trapped in collapsed structures.

Rural search and rescue activities include, but are not limited to, emergency incidents involving locating missing persons, locating boats, downed aircraft, extrication if necessary, swift water rescue, and first responder first aid medical treatment of victims.

II. ORGANIZATION

Annex Coordinator: Craven County Emergency Services Director

Supporting Agencies: Craven Regional Medical Center
Local Emergency Medical Services (EMS)
Eastern Regional Advisory Committee/NC RACS
Pitt County Memorial Hospital
ERAC (Regional) Hospitals/NC RAC Hospitals
Craven County Sheriff's Department
NC National Guard
Craven County Health Department
NC Office of Emergency Medical Services
County Funeral Homes

Line of succession is as shown below:

1. Craven County Emergency Services Director
2. Craven County Emergency Services Assistant Director
3. Incident Commander (Local EMS Director/Fire Chief)

III. PURPOSE

The section provides for the coordination of rescue/mass casualty activities to ensure the safety of life/property and care/identification/disposal of mass casualties.

IV. SITUATIONS AND ASSUMPTIONS

A. Situation

1. Craven County has one medical care facility: Craven Regional Medical Center with 361 beds. This facility also has a 24-hour emergency room.

2. Residents needing emergency medical attention are transported to ERAC regional hospitals, including Craven Regional, Carteret General, Beaufort County, Lenoir County, Pitt County and sometimes Onslow, Camp Lejeune, and MCAS Cherry Point Hospitals. There are written memoranda of Agreement among ERAC hospitals concerning patient transport and care.
3. The rescue squads operating in the County and their level of service are:

New Bern Craven Rescue	ALS-B
Bridgeton Rescue	ALS-P
Vanceboro Rescue	ALS-P
Havelock Rescue	ALS-P
No. Seven Township Rescue	ALS-I
Cove City Rescue	ALS-I
Fort Barnwell Rescue	ALS-B
Craven Regional Medical Center	ALS-P
MED I Ambulance Service	ALS-I
Johnson Ambulance Service	ALS-P
Tarheel Ambulance Service	ALS-B
MedFirst Ambulance Service	ALS-B
4. The nearest trauma center is Pitt Memorial Hospital in Greenville, which can be reached by East Care helicopter service in minutes from any point in Craven County.
5. The Acting Medical Examiner is responsible for the care of the deceased (Craven Regional Medical Center Physician).
6. A listing of nursing homes, rest homes, and retirement centers is maintained in the Emergency Services office.
7. A mass casualty SOP is also on file in the Craven County Emergency Services office.
8. Several private providers and the local rescue squads (EMS) that operate ambulances provide medical transportation.

B. Assumptions

1. A large scale or prolonged disaster/emergency period will result in increased demands on the limited rescue and EMS capabilities within the county.
2. Disruption of the county communication systems will severely impede the delivery of rescue services, thus making it more likely that many injured persons will be transported to medical facilities by family or friends who are not trained in rescue procedures.

3. Debris, increased traffic on the limited road network, may delay emergency response.
4. A catastrophic disaster may affect large areas of the surrounding counties, making nearby (ERAC) medical resources unavailable. Medical resources may have to be secured from other areas of the state.
5. Following a disaster in which rescue facilities are damaged, new bases of operations may have to be established, thus increasing the response time of the rescue squads.
6. In the event of a mass casualty occurrence, the County Health Director and county funeral home directors will be available to assist the County medical examiner in the identification/care/disposition of remains.

V. CONCEPT OF OPERATIONS

A. General

1. During emergency or disaster periods, county rescue and fire services must be prepared to support each other utilizing available expertise, equipment, and manpower.
2. In an emergency which requires multiple emergency services (fire, rescue, law enforcement, etc.) to respond, all units, regardless of type of service provider, will be coordinated by the Incident Commander. Craven Regional Medical Center should be advised of situation as early as possible so they can activate the Disaster Plan to receive and triage multiple patients.
3. When needed, patient triage, holding, treatment, and transportation areas will be established by the operations officer.
4. When necessary, a rescue official will be located at the EOC or Incident Command post to coordinate the incoming rescue units and establish communications links with hospitals and the county communications center and EOC.
5. East Care and Life Flight air ambulances could be utilized for patient evacuations in times of life-threatening situations. Marine Corps PEDRO and US Coast Guard helicopters should also be considered.
6. Additional rescue resources will be secured through the NC Division of Emergency Management area office (via the State Emergency Operations Center in Raleigh), through the County Emergency Services Office. Upon request by the Craven County Emergency Services Director, ERAC/NCRAC resources will be activated based on the activation algorithm outlined within Appendix I of the ERAC Medical Response Plan. On-site ERAC or other NC RAC resources are under area command or incident command

in primary or support mission mode depending on the type and magnitude of the emergency situation.

7. Operations for mass casualty events will be coordinated by the medical examiner/coroner in conjunction with the Emergency Services Director, both serving as liaison to the Incident Commander.
8. County funeral directors will serve as support to the County medical examiner for the care, identification, and disposition of remains.
9. When disaster conditions permit, and an estimate can be made of the number of deceased, temporary morgue sites will be selected and activated. Remains will be recovered and evacuated to the temporary morgues for identification purposes and safeguarding of personal effects. Necessary information about each victim will be compiled and processed for the medical examiner/coroner. When authorized by either family members or officials, remains will be released for final disposition.
10. Temporary morgue(s) will be organized and administered by the County Health Director and supported by staffs from the County funeral homes. Functions carried out in each morgue will be dictated by the circumstances.
11. Mass burial will only be considered when the number of remains cannot be adequately managed, refrigerated, identified, or processed in a timely manner in which to avoid a public health concern.
12. Cremations for disposal of the remains will not be considered.
13. Every effort will be made to recover all remains. However, in the event that it is not possible to recover each victim, efforts will be made to notify family for inclusion in an appropriate service.
14. A number of commercial food distributors operate refrigerated trucks that could be designated as temporary morgues. When commercial refrigerated trucks are used, care should be given to cover any identification as to the owners or original use of the truck. Landscaping firms and farmers operate specialized equipment that could be used to perform heavy rescue and recovery.
15. A number of contractor rental firms operate near Craven County and heavy equipment (cranes, front-end loaders, etc.) may be available from them.

**Annex 10
ESF- 10**

HAZARDOUS MATERIALS

I. INTRODUCTION

An emergency or disaster could result in hazardous materials being released into the environment. Fixed facilities (e.g., chemical plants, nuclear facilities, tank farms, laboratories) which produce, generate, use, store, or dispose of hazardous materials, including radioactive materials, could be damaged so severely that existing spill control apparatus and containment measures are not effective. Hazardous materials that are transported may be involved in rail accidents or highway collisions. The damage to, or rupture of, pipelines transporting materials that are hazardous, if improperly released, will present serious problems.

Even if a natural or other disaster does not cause situations where there are actual releases, there will be considerable concern about facilities which are located in or near the affected area. These facilities will need to be assessed and monitored. Information submitted in compliance with Title III of the Superfund Amendments and Re-authorization Act (SARA) will be useful in identifying such facilities.

II. ORGANIZATION

Annex Coordinator: Craven County Emergency Services Department

Supporting Agencies: Craven County Local Emergency Planning Committee
Municipal and Volunteer Fire Departments
Identified SARA Facilities
Craven County Department of Solid Waste and Recycling
NC Hazardous Materials Regional Response Team
MCAS Cherry Point Haz-Mat Team

Line of succession is as shown below:

1. Craven County Director of Emergency Services
2. Asst. Director, Emergency Services
3. Incident Commander (local Fire Chief)

III. PURPOSE

To provide a well organized emergency service organization to rapidly mobilize and employ, in a coordinated effort, all resources available to contain and neutralize or minimize the disastrous effects of an incident involving hazardous materials. The resources of industry, local, state or federal government, separately or in combination, may be required to cope with the emergency, dependent on the magnitude, nature and area threatened. It is not the intent of this plan to change any established operational procedures of any emergency unit. This annex provides for the coordination of emergency service efforts to cope with an accident involving hazardous materials which may be released into the environment posing a health hazard.

IV. SITUATION AND ASSUMPTIONS

A. Situation

1. The specific facilities, and the facility emergency coordinators involved with Hazardous Materials, subject to the emergency planning requirements of Section 302 of the Superfund Amendments and Reauthorization Act of 1986 (SARA, Title III) have been identified and are listed in the support manual. Approximately 75 facilities file Tier II reports with the LEPC.
2. Hazardous materials emergencies could occur from any one of several sources including shipping, roadway transportation, aircraft accident, or fixed facilities in the county. The routes most often used to transport hazardous materials in and through the county are: US Highway 17, US Highway 70, NC 43, and NC 55.
3. A hazardous material accident could result in the spread of contaminants in varying degrees throughout the county, or in the destruction of dwellings and property from fire or explosion necessitating evacuation or sheltering of large segments of the population of the county.
4. Municipal/volunteer firefighters are usually the first responders to incidents involving hazardous materials and are limited in their response capabilities to defensive measures. Most of the fire departments are trained to the awareness level of certification, and some departments have personnel trained to the operations level of certification.
5. Victims of hazardous materials accidents may require unique or special medical care not typically available in the county or area (i.e., burn centers).
6. The Local Emergency Planning Committee (LEPC) has been established in the county by the State Emergency Response Commission to assist in identifying the magnitude of the material hazard present in the community, assess the vulnerability of the community to the hazard, and provide planning guidance for emergency response to hazardous materials events.
7. Hazardous materials emergencies may occur without warning requiring immediate response actions and may result in short/long term health, environmental, and economic effect.
8. The local jurisdiction must be prepared to respond to the hazardous materials incident without assistance from outside the jurisdiction including notification and warning of the public, evacuation or in-place sheltering, immediate first aid, and isolation of the scene.

9. The NC Hazardous Materials Emergency Regional Response Team based in Williamston provides service to the county for those hazardous materials events that are beyond the capability of local responders.
10. County-level response to a radiological emergency would be limited to monitoring an area. Monitoring equipment is provided by the Craven County Emergency Services.
11. Craven County requires display of NFPA placards for identification of hazardous substances within a facility.
12. The LEPC does not charge a fee to receive the Tier II reports, but retains the authority to do so at a later time.
13. The LEPC does receive the NC Community Right to Know reports required to be filed by industry with local fire departments under NCGS 95-173.
14. Facility emergency response plans filed with the LEPC are located in the County Emergency Services Office and with local fire departments.
15. State-owned facilities in the county report their hazardous materials inventory to the LEPC.
16. At this time, the LEPC has not mandated the filing of NC Community Right to Know reports and Tier II reports in tandem, but retains that authority.
17. No county fire departments operate Haz-Mat teams; however, the MCAS Cherry Point Hazardous Materials Team and the Regional Response Team located in Williamston are utilized.
18. Presently, county fire departments responding to hazardous material events at fixed facilities do not have access to Material Safety Data Sheets (MSDS) in locked boxes located outside of the facility.
19. The Craven County Regional Medical Facility has the capability to perform decontamination of persons involved with some hazardous materials accidents.
20. Craven County Hospital emergency room personnel have attended or been provided some hazardous material training.
21. The majority of local EMS squad personnel have undergone formal first responder hazardous material training.

B. Assumptions

1. Planning and training, prior to an accident, will significantly reduce the risk of injury or loss of life to response personnel during a hazardous materials incident.
2. If a fixed facility is involved in a hazardous material incident, it will have provided the LEPC with information on all hazardous materials on site as required by SARA Title III, Section 304, and NCGS 95-173 (NC Community Right to Know).
3. County emergency response personnel are knowledgeable in the use/availability of local resources.
4. The hazardous material involved in an accident can be identified within a reasonable period of time from the owner of the facility or the vehicle, for the shipping documents, from the properties of the material itself, or from information provided pursuant to Title III or the NC Community Right to Know Act. For facilities, it is assumed that the facility involved in a hazardous material accident will attempt to provide all information required by SARA, Title III, Section 304.
5. The US DOT (**DOT 5800.6**) Emergency Response Guidebook or an equivalent document, either alone or in combination with other information sources will be used as a guide for initial action to be taken to protect the responders and the general public when responding to incidents involving hazardous materials
6. Parties responsible for the hazardous material incident are charged with clean-up costs. If no responsible party can be identified, the NC Department of Environment and Natural Resources will determine the appropriate action.

V. CONCEPT OF OPERATIONS

A. There are several types of incidents involving a response to hazardous materials that responders could be faced with in Craven County. Hazardous material incidents could include:

- Incidents at fixed facilities
- Railroad incidents
- Highway accidents involving hazardous materials
- Unknown material in the rivers and Intracoastal Waterway

B. The level of response will be determined by:

- The amount and toxicity of the material involved in the accident or the release;

- The population or property threatened;
 - The level of protective equipment required for the involved substances;
 - The type and availability of protective equipment required for the release material;
 - The probable consequences should no immediate actions be taken.
- C. When responding to a fire at a location where hazardous materials are known to be present, the responders will assume the involvement of the most toxic substance at that location, unless otherwise informed.
- D. Incident command will be implemented on an appropriate scale at the scene of every hazardous material event in the county. The fire chief of the district in which the event occurs will be the Incident Commander.
- E. Craven County recognizes the role and authority of the US Coast Guard Marine Safety Office and the district office located at Wilmington, NC.
- F. Warning and notification of the public, including warning and notification to special populations such as the handicapped, will be accomplished in accordance with the ESF-15 of this plan. Where procedures for public warning have been developed for the population and institutions in the hazard zones surrounding identified fixed facilities, those procedures will be followed. As necessary, emergency vehicles with effective sound devices (sirens and/or public address systems) may be used as a public alerting system. If a fixed notification system is in place around the facility or emergency area, the vehicles may be used as a backup system. The vehicles dispatched within the evacuation area will stop at each quarter (1/4) mile in urban areas and at each house or group of houses that are more than 1/4 mile apart in rural areas. The emergency vehicle will notify the public of the situation and/or recommend protective action.
- G. To ensure receipt of the initial warning by all members of the community, each route should be run twice if possible. The second run, or back run, will be to confirm alert and notification. Back runs need only stop at houses that are dark at night or where it is apparent that people are not complying with instructions. If necessary, door-to-door alerting will be accomplished during the second run.
- H. Training programs for emergency responders in the county will be through individual agency in-service training programs, community college courses, and other offerings of related training. Exercise schedules for this plan are developed and maintained by the Emergency Services Office.
- I. The Craven County Emergency Operations Plan will serve as the official LEPC plan for response to hazardous material events/emergencies.
- J. Current SARA information is on file in the Craven County Department of Emergency Services office and is accessible after normal business hours through the emergency services (county) communication center.

- K. The Craven County Emergency Operations Plan will be coordinated with surrounding jurisdictions regarding the facilities that pose problems for a multi-jurisdictional response.

**Annex 11
ESF-11**

FOOD AND WATER/DONATIONS/VOLUNTEER SERVICES

I. INTRODUCTION

An emergency or disaster may deprive substantial numbers of people of access to food or the means to prepare food. In addition commercial food supplies and distribution networks may be substantially disrupted due to partial or total devastation of food products stored in the affected area. There also may be disruption of energy sources (e.g., electricity and gas) causing most commercial cold storage and freezer facilities to be inoperable in the affected areas.

On the fringes of the affected areas, schools and small institutions with food inventories could be used to begin the feeding of disaster victims. An effective feeding operation must be immediately initiated, to include obtaining appropriate arranging for transportation of those food supplies to designated staging areas within the disaster area, and requesting the Disaster Food Stamp Program as required. Food supplies secured and delivered will be suitable for either household distribution or congregate meal service as appropriate. Transportation and distribution of food supplies to the affected areas will be coordinated by the Department of Social Services (DSS) and Craven County Schools, and the American Red Cross. Priority will be given to transportation of critical supplies of food into areas of acute need.

II. ORGANIZATION

Annex Coordinator: Craven County Volunteer/Donations Coordinator
(appointed by Emergency Services Director)

Supporting Agencies: Craven County Department of Social Services
Craven County Schools
Craven County Department of Recreation and Parks
Craven County Department of Emergency Services
Coastal Carolina Chapter of American Red Cross
NC Department Of Crime Control and Public Safety
Salvation Army
Religious Community Services
Private and Corporate Contributors

Line of succession is as shown below:

1. Volunteer/Donations Coordinator
2. Craven County Schools Food Services Director
2. Craven County Director of Social Services
3. Craven County Director of Emergency Services

III. PURPOSE

To facilitate the management, collection, distribution, and delivery of goods and voluntary services donated to support disaster relief efforts, and to assist in providing unmet needs of disaster victims in Craven County.

This section: (1) ensures the expeditious collection and delivery of solicited and unsolicited goods; (2) provides for the coordination and response of recovery efforts of volunteers (those that have been pre-assigned and those that are spontaneous arrivals); and (3) should work in conjunction with the control/usage of pre-designated goods/services donated to private charitable groups, and helps to fulfill unmet needs of victims.

IV. SITUATION AND ASSUMPTIONS

A. Situation

1. The Craven County Volunteer/Donations Coordinator is responsible for working with the coordinating all ESF-11 administrative, management, planning, training, preparedness, mitigation, response and recovery activities to include developing, coordinating and maintaining ESF-11 Standard Operating Procedures (SOPs). All ESF-11 supporting agencies will assist the Volunteer/Donations Coordinator in the planning and execution of the above.
2. Individuals and businesses not directly affected by a disaster are usually eager to assist disaster victims through donations of goods, services, and money.
3. Lack of an organized system for the management, identification, and organization of donations and food stores will result in chaos for victims of disasters.
4. The timely release of information and guidance to the public on the types of relief supplies needed and the collection/delivery points is essential to the management of donated goods and volunteer services.
5. Donations of goods and services must be managed at the county level to minimize the impact on the local economy.
6. Local food and water resources may not be available or will be overwhelmed by the magnitude of the disaster.
7. In the past, churches, fire stations, radio stations, and community meeting facilities have been collection points for donations of disaster supplies.

B. Assumptions

1. Suitable space, personnel, and equipment will either be available or made available from individuals or firms within the local business community to coordinate the receipt, storage, distribution, and/or shipment of donated goods and/or supplies.
2. Unsolicited donations of goods and services can be expected in large scale disasters.
3. In large scale disasters (affecting multiple areas of the state), the Governor's Office of Citizens' Affairs will establish an 800 number to receive donations.
4. Regional distribution centers to receive and dispatch arriving donations will be established by the state.
5. County governments affected by a disaster will establish distribution centers within or close to the disaster area(s). The Craven County Emergency Services Director is responsible for designating a central receiving and distribution center for volunteers/donations. The Craven County Department of Recreation and Parks is responsible for setting up and maintaining this central receiving/distribution point under the supervision of ESF-11.
6. Non-useful and unwanted goods can be expected and will have to be disposed of in a manner agreeable to all parties providing disaster relief.
7. Charitable, religious, and community service groups will offer assistance in a number of areas.
8. Telephone numbers will be established and well publicized for individuals wishing to donate goods, services, and money.
9. Units of local government may establish local disaster donation funds separate from the private charitable organizations offering assistance to victims.
10. All efforts will be made to utilize the donations given as disaster relief for the purposes they were intended.
11. Volunteers not affiliated with any organized relief groups will be discouraged from going directly to the site of the disaster.
12. Persons and organizations wishing to donate goods and services will be encouraged to register with the County EOC or the State EOC (when outside the county).

13. Immediately following the disaster, the county EOC will provide an assessment of supplies needed and communicate these needs to the North Carolina Division of Emergency Management.

V. CONCEPT OF OPERATIONS

A. General

1. ESF-11 will operate under existing USDA authorities and regulations as well as the requirements of supporting agencies to provide disaster food supplies to designated disaster staging areas and/or authorize the issuance of disaster food stamps. Coordination with all supporting agencies and other appropriate departments/agencies and organizations will be performed to ensure operational readiness. Each agency/organization will operate under their mandated federal, state, or organizational regulations and will maintain complete administrative and financial control over their activities.
2. The food services function will operate in accordance with existing state and federal authorities and regulations, as well as the Stafford Act, to provide food supplies to designated disaster staging areas.
3. Staging areas suitable to receive goods and coordinate volunteers have been identified within Craven County. The Craven County Department of Recreation and Parks is responsible for setting up and maintaining these designated staging areas.
4. ESF-11 will obtain from ESF-6, Mass Care, the number of people that may be impacted in order to assess the amount of food needed to meet the anticipated demand. Warehouse inventories will be tabulated and if additional food supplies are needed, ESF-11 will obtain and coordinate the transportation of such supplies to the disaster or staging area.
5. Donations of goods and services will be utilized to the fullest extent possible to lessen the effects of the disaster on the victims and will be used for the purpose they were donated (to the fullest extent possible).
6. Volunteers arriving in the county will be advised of the need to be fully self-contained and of the housing and feeding arrangements (if any).
7. Donations of cash will be encouraged in lieu of goods.
8. Volunteers not already affiliated with an established relief organization will be encouraged to affiliate with one operating in the county.
9. Donations will be used to alleviate the areas of greatest need first.

10. Inquiries from persons seeking information on injured, missing, or deceased relatives/friends will be referred to the EOC or other agencies handling this function.
11. All groups and agencies providing disaster relief will coordinate their activities through the State and/or County EOC.
12. Goods that have been deemed to be surplus to the needs of disaster victims will be disposed of in a manner consistent with policies established by the County Department of Emergency Services.
13. After disaster assistance centers close, a committee comprised of all agencies providing disaster relief will meet to determine the needs of the victims not met by donations.

B. Specific

1. ESF-11 will establish contact with the state volunteer coordinator and the area Office of Emergency Management.
2. Volunteers will be accepted from churches, civic groups, fire departments, rescue units, and other established community service groups.
3. Every effort will be made to match the donated goods and services to the specific household needs of the victims.
4. The Public Information Officer for the county (County Manager) will be the official spokesperson for this function.
5. Donations of used bedding will not be accepted under any circumstance.
6. Goods deemed unsuitable for distribution will be disposed of in a suitable manner.

**Annex 12
ESF- 12**

ENERGY

I. INTRODUCTION

Energy includes producing, refining, transporting, generating, transmitting, conserving, building, and maintaining electric and natural gas energy system components. Damage to a system can have a rippling effect on supplies, distribution, or other transmission systems.

ESF-12 will closely coordinate with the electric and natural gas utilities operating in the county to ensure the integrity of power supply systems are maintained during emergency situations and any damages incurred are repaired and services restored in an efficient and expedient manner afterward. ESF-12 will have primary responsibility to monitor and coordinate the availability of electric utility generating capacity and reserves, the availability and supply of natural gas, supply and transportation of generation fuels, and emergency power. ESF-12 will also monitor and coordinate the restoration of electric and natural gas services for normal community functioning.

II. ORGANIZATION

Annex Coordinator Craven County Manager

Support Agencies Craven County Department of Emergency Services
Progress Energy
Piedmont Natural Gas
Four County Electric Membership Cooperatives
City of New Bern Utilities

Line of Succession is as shown below:

1. Craven County Manager
2. Craven County Director of Emergency Services
3. Utility Providers

III. PURPOSE

To assess the extent of damage, provide information, and as necessary, coordinate the restoration of energy systems during a disaster in Craven County.

IV. SITUATION AND ASSUMPTIONS

A. Situation

1. The primary electric utilities within Craven County are Progress Energy, Four County Electric Membership Cooperation and City of New Bern Utilities.

2. All critical infrastructures and facilities within Craven County are dependent upon electrical utilities.
3. Health care facilities, water treatment facilities, wastewater treatment facilities and communication facilities may have limited backup power.
4. Critical infrastructures within Craven County will be on a priority restoration list following a catastrophic event.

B. Assumptions

1. Utilities providers maintain emergency plans for the mitigation, preparedness, response, and recovery for emergencies that may affect Craven County.

V. CONCEPT OF OPERATIONS

A. General

1. All utilities will maintain an Emergency Operations Plan and in coordination with the Craven County Department of Emergency Services exercise their plan at least biennially.
2. The day-to-day organizational structures of the utility providers will remain intact during a major emergency.
3. Utilities may use all available county manpower, equipment, and material to carry out their task, as approved by the County Manager.
4. The Craven County Manager is responsible for the overall recovery of Craven County following a disaster and may direct when and where utilities may be restored first to ensure the quickest and safest recovery.
5. Progress Energy, Four County Electric Membership Cooperative and City of New Bern Utilities will send a representative to the Emergency Operation Center to coordinate the response and recovery to major emergencies.

**Annex 13
ESF-13**

LAW ENFORCEMENT AND SECURITY

I. INTRODUCTION

Effective law enforcement is essential during emergencies or disasters to ensure protection of lives and property. Local law enforcement officials are responsible for enforcement of laws, traffic control, investigation of crimes, and other public safety activities within their jurisdictions.

II. ORGANIZATION

Annex Coordinator: Craven County Sheriff's Department

Supporting Agencies: New Bern Police Department
Havelock Police Department
River Bend Police Department
Trent Woods Police Department
Bridgeton Police Department
Vanceboro Police Department
NC National Guard
NC State Highway Patrol
Other State and Federal Law Enforcement Agencies

Line of succession is as shown below:

1. Sheriff
2. Chief Deputy
3. Local Incident Commander

III. PURPOSE

To provide a well organized and equipped law enforcement organization which operates 24 hours per day for traffic control, crime prevention, security, road blocks, and warning during a disaster situation. To provide for the coordination and use of all law enforcement personnel and equipment in the county during a disaster situation. To provide guidelines for the coordination of Standard Operating Procedures (SOP) development for the effective use of available law enforcement resources during special police operations, a major emergency, or disaster response.

IV. SITUATION AND ASSUMPTIONS

A. Situation

1. The Craven County Sheriff's Department provides law enforcement services 24 hours per day, utilizing approximately 90 officers.

2. Municipal police departments are located in the following county municipalities:

Bridgeton	River Bend
Havelock	Trent Woods
New Bern	Vanceboro

3. State law enforcement agencies that routinely operate within the County are the NC Highway Patrol, the Division of Motor Vehicles (DMV-Enforcement), the Alcohol Law Enforcement Division, Division of Marine Fisheries, and Division of Wildlife Enforcement.
4. Federal law enforcement agencies operating within Craven County are the Federal Bureau of Investigation; Federal Marshal Services; Bureau of Alcohol, Tobacco and Firearms; Drug Enforcement Agency; Naval Investigative Services; US Criminal Investigative Division; MCAS PMO; US Forest Service.
5. Federal and state law enforcement agencies generally cooperate with local law enforcement agencies during emergency events.
6. Areas that would pose increased traffic hazards have been identified in other plans and have been coordinated with local law enforcement agencies.
7. Predetermined traffic control points have been identified and are well known among local law enforcement agencies.

B. Assumptions

1. Activities of local law enforcement agencies will increase dramatically during the period of disaster/emergency operations.
2. When local law enforcement resources are overwhelmed, state law enforcement resources may be assigned to provide support to local forces.
3. During a period of hurricane evacuation, whether voluntary or recommended, traffic control problems will intensify throughout the county, and especially along US 70, US 17, NC 43, and NC 55. Traffic flow could be delayed by mechanical failures, accidents, and un-timed traffic control lights along these routes.
4. Local law enforcement resources could quickly become inadequate due to the need to provide traffic control services and security operations at shelters and other critical facilities.

V. CONCEPT OF OPERATIONS

A. General

1. Law enforcement operations, during times of emergencies and disasters will be an expansion of normal functions and responsibilities. These responsibilities will include maintenance of law and order, traffic control, crowd control, security of vital facility and shelter locations, warning of isolated populations, and enforcement of any Emergency Proclamation issued by the Board of Commissioners.
2. The County Sheriff's Department will be the overall coordinating law enforcement agency for all law enforcement operations in the county during emergency/disaster events.
3. All municipal law enforcement operations will remain under the law enforcement jurisdiction of the municipality in which the emergency operations are taking place.
4. Responses to violations of laws and the need to re-deploy law enforcement resources will be coordinated by the senior law enforcement representative in the County EOC.
5. While all law enforcement personnel may be called upon to assist in the warning and movement of isolated persons and persons with special needs, the primary mission will remain traffic control, security in and near evacuated areas, and performance of other duties as directed by the senior law enforcement officer in the County EOC.
6. Searches for missing persons will remain under the control of the Craven County Sheriff's Department and Craven County Emergency Services Department.
7. When any outside law enforcement agency is requested to provide support to the Craven County Sheriff's Department, a ranking officer from that organization will be present in the County EOC to coordinate operations of their personnel.
8. Traffic control will be a joint effort of the Craven County Sheriff's Department and State Highway Patrol.
9. Relocation of prisoners from the Craven County Jail, if required, is the responsibility of the Craven County Sheriff's Department.
10. Craven County Sheriff's Department has a SOP in place to utilize during emergencies.

Annex 14
ESF- 14

RECOVERY OPERATIONS

I. INTRODUCTION

The recovery Annex is established to define the procedure of emergency and non-emergency forces in the restoration of vital services, facilities, and necessities of life until normal facilities and services have been re-established. There is no limited period of time for the recovery phase to last. The determination when this period will end will depend upon the magnitude of the disaster and when the Craven County Manager determines recovery functions can be scaled down or terminated.

II. ORGANIZATION

Annex Coordinator: Craven County Manager

Supporting Agencies: All Craven County Departments
All Craven County Municipalities
USDA, Farm Service Agency
Craven County Cooperative Extension Service
Craven County Soil and Water Conservation Service
NC Division of Emergency Management
FEMA

Line of succession is as shown below:

1. County Manager's Office
2. Craven County Emergency Services Director
3. Assistant Emergency Services Director

III. PURPOSE

- A. State and local governments are responsible to lessen the effects of disasters by appropriate pre-disaster and post-disaster actions, and to employ hazard analyses to determine action(s) appropriate to mitigate or avoid hazards.
- B. To lessen the effects of a natural hazard on the population, property and government of Craven County.
- C. Another purpose of this Annex is also to develop the procedures and methods for Craven County to recover during the Recovery Phase of any major disaster. Its intention is to organize, assign and detail responsibility with respect to recovery operations.

IV. SITUATION AND ASSUMPTIONS

A. Situation

1. Recovery refers to those measures undertaken by a community following a disaster to return all systems to normal or improved levels. Recovery does not just happen, despite the fact that citizens generally take the initiative in "picking up the pieces" and trying to resume the activities that make up community life. Effective recovery consists of a complex array of interdependent and coordinated actions. These actions are undertaken at several levels (individual, organizational, community, national), and over an extended period of time.
2. A properly-managed recovery program will allow the prompt restoration of essential services, the reconstruction of damaged property, and the resumption of traditional lifestyles.
3. Recovery from a significant disaster will be managed in two identifiable phases:
 - a. Short Term Recovery. This is the emergency reaction phase, which begins with the implementation of emergency plans. Actions during this period include:
 - initial emergency response (i.e., fire/rescue, law enforcement, EMS operations, mass care)
 - initial impact assessment
 - emergency debris removal from transportation routes
 - restoration of vital services
 - security of damaged/evacuated areas
 - management/distribution of donated goods
 - preliminary damage assessment
 - temporary repairs to roads/bridges to make passable
 - mitigation of significant environmental risks
 - b. Long Term Actions. Actions during this phase include:
 - completion of damage assessment
 - completion of debris removal
 - request for disaster declaration/assistance
 - restoration of essential facilities
 - repair/rebuilding of damaged public and private facilities and buildings
 - repair/rebuilding of roadways and bridges
 - repair/rebuilding of private homes and businesses
 - hazard mitigation project

4. A request from the Governor to the President of the United States for a Presidential Declaration will be based on the magnitude and severity of the situation and the determination of the county's inability to recover without federal assistance.
5. The President's Disaster Relief Program is designed to supplement the efforts and available resources of state and local government, voluntary relief organizations and other forms of assistance such as insurance. The President's declaration of a major disaster or an emergency authorizes federal assistance under the Stafford Act and triggers other federal disaster relief programs as well.
6. A full Presidential Declaration of Disaster includes all of the following emergency assistance programs.
 - Public Assistance (PA)
 - Individual Assistance (IA)
 - Small Business Administration Assistance
 - Hazard Mitigation Programs
7. In lieu of a full Presidential Declaration, federal assistance can also be delivered through a partial declaration, emergency declaration, or any combination of the following:
 - Search and Rescue Assistance
 - Fire Suppression Assistance
 - Health and Welfare Measures
 - Emergency Conservation Program
 - Emergency Loans for Agriculture
 - Disaster Loans for Homeowners and Businesses
 - Repairs to Federal Aid System Roads
 - Tax Refunds/IRS Assistance to victims
 - Voluntary Agency Assistance via Red Cross
 - Department of Defense Pre-declaration Emergency Assistance (via Stafford Act)
8. There exists in the county a United States Department of Agriculture County Emergency Board responsible for providing leadership and coordination for all USDA emergency programs at the County level. Guidance, direction, and assistance on emergency programs are provided by the USDA State Emergency Board.
9. The President may declare an emergency in the absence of a Governor's request when the emergency involves a subject area for which the Federal Government exercises exclusive or preeminent responsibility and authority.

10. Close cooperation among the agents of local, state, and federal government will be essential in expediting assistance to the County after any Presidential Declaration.
11. Hazard Mitigation Grants will be available through FEMA after a Presidential Declaration; the grant total will be based on the amount of Public Assistance funds provided to County applicants.
12. As potential applicants for public assistance, local governments and private non-profit agencies must thoroughly document disaster-related expenses from the onset of an emergency/disaster.
13. Businesses which intend to apply for Small Business Administration disaster loans, etc., will need thorough documentation of the history of the business and the effect of the disaster on the business.
14. Craven County will automatically become eligible for federal assistance if a county contiguous to its borders receives a declaration for emergency federal assistance.

B. Assumptions

1. A major disaster will have a significant long-term economic impact on the County.
2. Unsolicited resources and donated goods can be expected from outside the impacted area. The county must be prepared to manage this influx of resources and goods as part of the recovery effort.
3. Space will be available for the operation of one or more Disaster Application Centers in the county following a Presidential Declaration of Disaster.
4. A disaster field office (DFO) and, depending on the area of the disaster, satellite field offices, will be set up in the state by the Federal Emergency Management Agency. The DFO (and any satellite offices) will be near the disaster site. It is highly unlikely that a DFO or satellite DFO will be established in Craven County due to the lack of suitable facilities for such an office.
5. Individuals with unmet needs (generally those lacking means or adequate insurance) to recover from the long-term effects of the disaster, will be identified in the initial or secondary damage assessments.
6. A minimum loss of 30% on one of the county's major crops will qualify the county agribusiness community for USDA Disaster Assistance; however, the loss must be incurred as a result of natural disaster.

7. The state's share of PA funds provided for Public Assistance will be 25%, supplementing the mandated federal share of 75%. However, the President may waive the mandatory 25% contribution by the state in large scale disasters which have a high impact on the state budget.
8. Mitigation actions taken prior to a disaster have become increasingly important to local officials who must bear the agony of loss of life and property when disaster strikes.

V. CONCEPT OF OPERATIONS

A. General

1. County government is responsible for the coordination and support of recovery activities following a disaster.
2. Recovery operations will initially be coordinated from the County Emergency Operations Center.
3. Accurate emergency logs and expenditure records will be kept from the onset of the disaster by each local government agency/organization on standardized forms that have been developed for local government. These forms will be available through the County Finance Office.
4. The President may authorize the utilization of any federal equipment, personnel, and other resources.
5. The Governor may request a Presidential Declaration or specific federal agency declarations, i.e., Small Business Administration, Department of Agriculture, Corps of Engineers, etc., to augment state/local/private disaster relief efforts.
6. The Farm Service Agency (FSA) will be the lead agency for agricultural disasters under an agency declaration. For natural disasters where loss is confined to agriculture, the following actions will occur:
 - Damage assessment
 - USDA County Emergency Board meeting
 - Submission of a USDA Flash Situation report to area office.
 - USDA State Emergency Board meeting
 - Exchange of information on available programs/actions plus other counties affected, state review of damage assessment reports
 - Decision made by State Board on "concurring and not concurring" with information in the damage assessment reports.
7. A Presidential Declaration of Disaster, will initiate the following series of events:

- a. A Federal Coordinating Officer (FCO) will be appointed by the President to coordinate the federal efforts.
 - b. A State Coordinating Officer (SCO) and Governor's Authorized Representative (GAR) will be appointed by the Governor to coordinate state efforts.
 - c. A Disaster Field Office (DFO) will be established within the state (central to the damaged areas) from which the disaster assistance programs will be administered.
 - d. Disaster Application Centers (DAC's) will be established in the affected areas to accommodate persons needing Individual Assistance. DAC's will be established at the following locations:
 - 1. N.C. National Guard Armory
 - 2. Others as needed
 - e. An applicant's briefing will be held to explain Public Assistance eligibility criteria for officials of the county, municipalities, and private non-profit organizations. The Emergency Services Office will assist with identification and notification of potential applicants.
 - f. Each eligible entity will submit a Notice of Interest (NOI) within thirty days of the Declaration.
8. A Presidential Declaration of Disaster may authorize two basic types of disaster relief assistance:
- a. Individual Assistance (IA) - supplementary federal assistance provided under the Stafford Act to individuals and families adversely affected by a major disaster or an emergency. Such assistance may be provided directly by the Federal Government or through State or Local Governments or disaster relief organizations.

Individual Assistance can consist of any or all of the following:

- Temporary housing (100% federal dollars)
- Individual/Family Grants (IFG) 25% state and 75% federal dollars
- Disaster unemployment assistance
- Disaster loans
- Legal services to low-income families
- Consumer counseling; assistance in obtaining insurance benefits
- Social Security benefits assistance
- Veterans assistance
- Casualty loss tax assistance

- b. Public Assistance (PA) - supplementary federal assistance provided under the Stafford Act to state and local governments or certain private, non-profit organizations; organizations other than assistance for the direct benefit of individuals and families. Categories of Public Assistance available include:
 - debris removal
 - emergency protective measures
 - permanent work to repair, restore, or replace road systems, water control facilities, public buildings and equipment, public utilities, public recreational facilities, etc.
9. Following the Public Assistance applicant's briefings, damage survey teams will be dispatched from the DFO to inspect every damaged site and prepare Damage Survey Reports (DSR) for each applicant. The DSR will provide a recommended scope of work and give estimated costs in accordance with FEMA eligibility criteria. The criteria allow repairs or restoration of facilities to their pre-damaged condition in accordance with applicable codes, specifications, and standards.
10. A Public Assistance damage survey team will be comprised of the following:
 - a. A federal representative who will serve as the team leader.
 - b. A state representative.
 - c. Local applicant's representative.
11. The Emergency Services Director and the Planning Director will take the lead in determining mitigation projects needed following a disaster, and make applications for available mitigation grants.
12. Following any major emergency or disaster event, a critique will be held to evaluate the jurisdiction response to the event. A critique will include the following issues related specifically to recovery:
 - a. Mitigation of potential problems through use of hazard mitigation grants.
 - b. Plan revision based on lessons learned.
 - c. Unmet needs status.
 - d. Management of donated goods.
 - e. Interagency cooperation.
 - f. Damage Survey Report process.
 - g. Recovery training needed.
 - h. Development of agency SOP's to address specific needs.

**Annex 15
ESF-15**

PUBLIC INFORMATION

I. INTRODUCTION

In all disaster situations that Craven County is subject to, whether natural or man-made, the public information function is basically the same as that which is performed routinely, except that problems are multiplied, more complex, and they require an immediate response. All information received before, during, and after a disaster must be compiled, evaluated, and disseminated with the intent that the community survive and recover from that disaster. During response to a disaster affecting the citizens of Craven County the collection and dissemination of essential information is critical. Accurate information regarding the situation will facilitate the effectiveness of the overall response and recovery of the disaster operations. ESF- 15 will be in charge of collecting and disseminating this critical information.

II. ORGANIZATION

Annex Coordinator: Craven County Manager

Support Agencies: Craven County Department of Emergency Services
All Craven County Departments and Agencies
National Weather Service (NWS)
Emergency Alert System (EAS)
National Warning System (NAWAS)
NC Division of Emergency Management
Regional Media Sources

Line of succession is as shown below:

1. County Manager or his designee.
2. Craven County Director of Emergency Services
3. Craven County Sheriff

III. PURPOSE

The mission of the Public Information Emergency Support Function is to contribute to the well-being of the community following a disaster or severe emergency by ensuring the dissemination of information that:

- A. Is timely, accurate, consistent and easy to understand;
- B. Explains what people can expect from their government;
- C. Demonstrates clearly that federal, state, local governments and voluntary agencies are working together to provide the services needed to rebuild communities and restore lives.

IV. SITUATION AND ASSUMPTIONS

A. Situation

1. Broadcast and print media will be relied upon to assist in the dissemination of information to the general public. The media outlets are located inside and outside of the county.
2. The Public Information Officer (County Manager) and the Emergency Services Director have the capability to activate the Emergency Alert System (EAS) to warn the public or provide emergency instructions.
3. There are county-wide information services provided by the following media outlets:

Print: [The Sun Journal](#)

Television: Havelock C-TV 10 WFXI TV-8
New Bern C-TV 10 WITN TV-7
WCTI TV-12 WNCT TV-9

Radio: WANG-105.1 WRNS-95.1
WERO-93.3 WSFL-106.5
WIKS-KISS-101.9 WTEB-89.3
WTKF-107.3
WMGV-103.3 WWNB-1490
WNOS-1450

4. The county would receive extensive regional and national media coverage during and after an emergency or disaster situation.
5. Craven County will utilize the EAS operational plan for activation of EAS to broadcast warnings to the public.
6. Scanners and fire and rescue pagers are used extensively by residents and volunteers in the county. The pager system may be used to supplement public notification/instructions provided by media outlets.
7. Cable television service is available in all areas of Craven County. The county has the capability to override these systems from the EOC for the purpose of inscribing crawl messages on subscribers' screens.

B. Assumptions

1. In a large scale or protracted emergency period, the County Manager (Public Information Officer) would designate additional staff persons to act as official spokespersons for the County.

2. In-county printed media outlets may not be able to deliver timely emergency public information or instructions.
3. Depending on the severity of the emergency, telephone, radio, and television communications may be disrupted. If this occurs, public address systems and door-to-door sweeps may be initiated.
4. Demand for information may be very heavy; therefore, sufficient response staff will be provided and trained.
5. Rumor control will probably be necessary, as portions of the public may accept rumors and half-truths as official information.
6. Demand for official guidance, information, or instructions may be heavy and may overwhelm the ability of local government to respond to requests on a timely basis, at least for an initial period of time.

V. CONCEPT OF OPERATIONS

A. General

1. The content of all news media releases will be cleared through the public information officer and the control group prior to release.
2. For law enforcement related events, the Sheriff or the Chief Deputy will handle all inquiries from the media. When requested, the county Manager or his designee may provide assistance.
3. Public education programs designed to increase public awareness as to the potential hazards in the county, family preparedness matters, shelters, flood-prone areas, evacuation routes, and hurricane preparedness actions to be taken will be conducted.
4. The Emergency Alert System (EAS) must have authorization of the County Manager or the Emergency Services Director to be utilized.
5. The National Weather Service office in Newport will issue weather watches or warnings directly to the public and the media.
6. The control group will take actions to correct false, misleading, or erroneous information released by the media.
7. News releases disseminated by the county will be provided to the media and faxed to the NC Division of Emergency Management, Eastern Branch Office.
8. Instructions, guidance, and warnings will be provided to isolated and non-English speaking groups during and following emergency/disaster events.

**Annex 16A
ESF-16A**

ANIMAL EMERGENCY RESPONSE (COMPANION ANIMALS)

I. INTRODUCTION

There is little doubt that governments throughout the country now recognize a proactive need for disaster planning throughout their agencies, other agencies, integrated companies, and individual citizens. This disaster planning is understandably developed with the safety of people in mind. Only recently, disaster planners have started to realize that failure to plan for the animal population will drastically affect the success of the disaster plans for people.

Failure to plan for companion animals could cause serious public health concerns with misplaced, injured or dead animals not being handled properly or live animals or carcasses getting into streams or other public waters, or cause considerable public safety problems as animals roam unattended. In addition, failure to plan for animals will create a public relations nightmare for those agencies that the public perceives as "animal responsible" if animal issues are not properly addressed in the wake of a disaster.

II. ORGANIZATION

Annex Coordinator: Craven County Health Department (Craven Animal Response Team - CART)

Support Agencies: State Animal Response Team (SART)
NC Veterinary Medicine Association (VMAT Teams)
Municipal Animal Control

Line of Succession is as shown below:

1. Craven County Health Director
2. CART Team Supervisor

III. PURPOSE

To protect domesticated animal resources, the public health, the public food supply, the environment, and to ensure the humane care and treatment of companion animals in case of a large-scale emergency, including hurricanes, tornadoes, floods, wind-driven water, drought, fire, explosion, building collapse, commercial transportation accidents, chemical spills, winter storm, or other situations that cause animal suffering.

This plan is intended for use by local government to take immediate action in providing a means of care and control to minimize animal suffering in the event of a large scale emergency. This action will be aimed at all animals that may need help whether such animals are owned, stray, domestic, or wild.

Within Craven County, the Emergency Services Director or his authorized representative(s) may place into effect established plans and procedures, and direct both the emergency and recovery aspects of the incident. The Emergency Services Director may deviate from these procedures when in his judgment, immediate and direct action is necessary to protect the public safety.

IV. SITUATION AND ASSUMPTIONS

A. Situation

1. Craven County Health Department/Animal Control: Provide guidance and support to ensure the health and safety of all citizens. Assist support agencies to manage animal protection in large-scale emergencies.
2. North Carolina State Animal Response Team (SART): Provide volunteers, assistance, information, training, supplies and expertise in caring for animals.
3. North Carolina Veterinary Medicine Association: Provide personnel to aid in the medical treatment of animals. Activate regional Veterinary Medical Assistance Teams (VMAT). USDA Farm Service Agency: Provide personnel and service to relocate and care for animals.
4. Craven County Veterinarians, Vet Technicians, and Vet Assistants: Provide a list of volunteers to aid in the protection of animals. Provide personnel, equipment, and housing to shelter and care for pets, companion animals and livestock of evacuated citizens and in cases when established shelters are filled or destroyed.
5. Private Boarding Kennels, Dog/Cat/Horse Clubs: Provide personnel, equipment, and shelter to care for displaced companion animals.
6. American Humane Association/Emergency Animal Rescue Service/Humane Society of the United States: Provide personnel and equipment to rescue and care for pets and companion animals.
7. Municipal Animal Control: Provide personnel and equipment as required within the respective corporate limits to protect domestic animals and sick/injured non-domestic animals.

B. Assumptions

1. Animal owners will take reasonable steps to shelter and provide for animals under their care and/or control when notified of an upcoming emergency.
2. Natural, technological, or manmade disasters could affect the well-being of animals.

3. Craven County should plan for both emergency situations and to carry out response and recovery operations utilizing local resources. Outside animal care and rescue assistance would likely be available in most large-scale emergencies affecting the County.
4. Animal protection planning should ensure the proper care and recovery of animals impacted during an emergency. These plans may include measures to identify housing and shelter for animals, communicate information to the public, and provide for proper animal disposition.
5. A large-scale emergency in Craven County would warrant immediate response from state and local personnel, agencies and organizations. However, emergency situations may be compounded due to the nature of the emergency and also require activation of additional specialized agencies through mutual aid.
6. Through effective animal protection planning and organization, disaster relief efforts will be more expedient.

V. CONCEPT OF OPERATIONS

A. General

1. The primary and support agencies identified in this plan will manage and coordinate local companion animal protection activities. These agencies will use established animal protection and support organizations, processes and procedures. Responsibility for situation assessment and determination of resource needs in the event of a large-scale emergency lies primarily with the Craven County Health Department and local incident coordinators.
2. Requests for animal protection assistance and resources such as food, medicine, shelter, material, specialized personnel, and additional veterinary medical professionals, will be transmitted from the Craven County EMC to the North Carolina Emergency Management Office. Should the need for federal or state resources exist, the State Emergency Operations Center will coordinate the requests for assistance.
3. Animal protection operations will be managed under the Craven County Emergency Operations Plan (EOP). Public health concerns will be managed in accordance with existing Craven County plans and procedures.
4. Animals included under the plan:
 - a. The sheltering and protection of domestic are the responsibility of their owners.

- b. Domestic animals that are lost, strayed, incapable of being cared for by their owners, or in danger to themselves or the public will be the responsibility of the Craven CART, SART, or municipal animal control officers or other identified agencies or organizations. These animals will be sheltered, fed, and if possible, returned to their owners. If the animals cannot be returned to their owners, volunteer agencies will be given the opportunity to assist in adoption, relocation, and sheltering. The disposition of the animals will then fall within the guidelines of the organization willing to take responsibility for the animal.

B. Notification

This plan and implementing procedures will be activated in the event of a large-scale emergency causing a significant need for animal protection and/or disposal. The Craven County Emergency Services Director will determine when these procedures will be implemented and notify the Craven County Health Department, which will in turn notify primary agencies and supporting resource agencies. A call-down (alert roster) will be maintained by the primary agencies in conjunction with the Craven County ESD.

C. Communications

Communications between the primary and support agencies will occur primarily through telephone, facsimile, and cellular telephone transmission.

D. Public Information Officer (PIO)

- 1. A spokesperson from Craven County will be responsible for the coordination of all media activities and press releases associated with the protection of animals.
- 2. PIO responsibilities may include:
 - a. Notifying the public of appropriate shelters to drop lost/stray animals, animals that they cannot care for, or animals that need immediate medical assistance.
 - b. Delivering instructions to the public to prepare their pets for an impending emergency and/or instructions for minor "at home" medical responses for pets injured in an emergency situation.
 - c. Initiating a system to direct inquiries on lost pets to the appropriate animal shelter.
 - d. Other information as needed.

E. Response

The owners of pets, when notified of an emergency will take all reasonable steps to shelter and provide for animals under their control.

1. Search and Rescue

- a. Domestic pets loose or in need of assistance due to the emergency or to the death or evacuation of their owners will be the responsibility of municipal animal control or the companion animal committee of Craven CART.
- b. Stranded animals: In the event that animals cannot be rescued due to the emergency situation, food and medical assistance may be delivered to the animals by the appropriate agency when possible.
- c. Additional aid: In the event that municipal and Craven County animal control resources are unable to meet the need for search and rescue personnel, a representative from Craven CART will request search and rescue assistance from the EOC. EOC may request the assistance of outside agencies including, but not limited to, the American Humane Association and/or Humane Society of the United States and/or other available search and rescue groups.

2. Shelters

a. Evacuated Domestic Pets

- (1) Private Resources: Domestic pets from evacuated citizens will be sheltered at private boarding kennels and veterinarian hospitals as close to the evacuation shelters as possible. Upon the activation of evacuation shelters for citizens, a representative from Craven CART will be contacted by the Emergency Operations Center and requested to initiate the opening of prearranged private boarding kennels and veterinarian hospitals as boarding facilities. Each of the citizens' evacuation shelters will have information on the availability of animal shelters. Pet owners will be responsible for ensuring the transportation of evacuated pets to either the shelter facility or hospital.
- (2) Animal Evacuation Shelter: If the need arises, the County may open an evacuated pet shelter. The pet owners will be responsible for ensuring the transportation of the evacuated pets to the shelter facility.
- (3) Evacuated Citizens with Special Needs: Citizens with special needs (individuals with mental or physical

handicaps who require evacuation assistance) may require assistance in evacuating their pets. If special needs individuals are unwilling or unable to make special arrangements for the sheltering of their pets, then the individuals and their pets will be transported to the evacuation shelter. Upon arrival at the shelter, pets not trained specifically to assist the individual (e.g., seeing-eye dogs) will be transported to a private boarding facility or other appropriate facility. In the event that the individual and the pet cannot be separated due to the individual's infirmity, the pet will be sheltered in the same facility in a separate room or area.

b. Stray/Lost Domestic Pets

All stray/lost domestic pets recovered by Craven CART or Craven County Animal Control will be sheltered at the Craven-Pamlico Animal Services Center or other designated animal shelters. Any pets that cannot be cared for by their owners and/or domestic pets found, will also be sheltered at these locations. If the animals cannot be returned to their owners, volunteer agencies will be given the opportunity to assist in adoption, relocation, and sheltering. The disposition of the animals will then fall within the guidelines of the organization willing to take responsibility for the animal.

c. Incapacitation of Shelters

In the event that established shelters are destroyed or incapable of functioning due to the nature of the emergency situation, private boarding kennels, veterinarian hospital and stables may be requested, to open as boarding and/or medical facilities. In rare cases, during large-scale emergencies, animals may be moved outside Craven County for care and protection.

d. Staff/Supplies

(1) Staff: Private boarding kennels and veterinarian hospitals will be responsible for the staffing of their own boarding facilities and will be compensated by the citizens who use the animal shelter according to the established policies of the individual facility. Remaining animal shelters and hospitals will be staffed with available personnel from volunteer agencies. These shelters, in cooperation with the SART would develop and routinely update lists of available veterinarian and veterinarian assistant volunteers. Each individual animal shelter will be responsible for developing the work schedules for employees and volunteers.

- (2) Supplies: Craven CART will identify resources for potable water, food, medical, cleaning, and shelter supplies in advance of an emergency situation. Prearranged domestic and non-domestic animal food companies, medical suppliers, water suppliers, and cleaning product suppliers will be contacted and requested to begin shipment to an established delivery point. The delivery point will serve as a storage center and a distribution center for the various shelters and hospitals. If the need arises, resource agencies (e.g., kennel clubs), may be requested to donate cages and other various shelter supplies.

3. Medical

- a. Hospitals

Craven CART will coordinate the resources for a medical facility for domestic animals which cannot be accommodated by the various shelters due to the animals' injuries. The veterinary hospital at the NCSU College of Veterinary Medicine, state vet, and private veterinarian hospitals may serve as alternative medical facilities and medical shelters as space permits.

- b. Staff

Volunteers from the NCSU College of Veterinary Medicine and from VMAT as well as others will assist in providing the medical care in these medical shelters. Depending on the extent of the emergency situation, volunteers or Veterinary Medical Assistance Teams from the American Veterinary Medical Association may be requested to assist in the medical treatment of domestic and non-domestic animals.

4. Bites/Disease Control

The Craven County Health Department will make no-cost vaccinations available to rescue and shelter personnel and will insure that treatment of bites and injuries is available to affected persons. An outbreak of rabies is a serious threat during an emergency situation. Appropriate steps to control that threat will be implemented by the Craven County Health Department.

F. Recovery

1. Release/Destruction:

a. Domestic Pets

Craven CART will support efforts to identify owners of stray/lost animals. If the animals cannot be returned to their owners, volunteer agencies will be given the opportunity to assist in adoption, relocation, and sheltering. The disposition of the animals will then fall within the guidelines of the organization willing to take responsibility for the animal.

b. Disposal of Animal Carcasses

Disposal of deceased animals will be the responsibility of Craven CART.

**Annex 16B
ESF-16B**

ANIMAL EMERGENCY RESPONSE – LIVESTOCK/WILDLIFE

I. INTRODUCTION

There is little doubt that governments throughout the country now recognize a proactive need for disaster planning throughout its agencies, other agencies, integrated companies, and individual citizens. This disaster planning is understandably developed with the safety of people in mind. It is only recently that disaster planners across the country have started to realize how drastically failure to plan for the animal population will affect the viability of their disaster plans for people. For instance, if the disaster warrants an evacuation, many people may delay evacuating their farms in an effort to save or salvage as much of their income-producing livestock as possible to their own detriment. These delays could initiate a chain reaction in which the farmer and/or the livestock are maimed or injured through physical damage from the event or from excited animals.

In addition, failure to plan for animals could cause serious public health concerns with injured or dead animals not being disposed of properly or live animals or carcasses getting into streams or other public waters, or cause considerable public safety problems as animals roam unattended. And finally, failure to plan for animals will create a public relations nightmare for those agencies which the public perceives as “animal responsible” if animal issues are not properly addressed in the wake of the disaster.

II. ORGANIZATION

Annex Coordinator: Craven County Cooperative Extension Agent

Support Agencies: Craven County Health Department
County Animal Response Team (CART)
State Animal Response Team (SART)
NC Wildlife Commission
NC Veterinary Medicine Association (VMAT Teams)
NC Division of Forest Resources
NC Division of Wildlife Enforcement
USDA Farm Service Agency
NC Department of Agriculture
NC Division of Soil and Water Conservation
Local Animal Response Agencies

Line of Succession is as shown below:

1. Craven County Cooperative Extension Agent
2. Craven County Health Department

III. PURPOSE

To protect large animal resources including horses, the public health, the public food supply, the environment, and to ensure the humane care and treatment of animals, and if necessary carcass disposal according to state regulations, in case of a large-scale emergency. Such emergencies include hurricanes, tornadoes, floods, wind-driven water, drought, fire, explosion, building collapse, large transportation accidents, chemical spills, nuclear power plant accidents, disease outbreaks or other situations that cause animal suffering

The Craven County Office of Emergency Management may place this plan into effect by contacting the above-listed coordinator or his designated representative, and by serving as the official contact to request fund assistance through FEMA and other sources. The coordinator of this plan will then follow established plans and procedures outlined in this document, and direct both the emergency and recovery aspects of the incident. The plan coordinator may deviate from these procedures when, in his or her judgment, immediate and direct action is necessary to protect public safety.

IV. SITUATION AND ASSUMPTIONS

A. Situation

1. Craven County Cooperative Extension Director: Coordinate support agencies to manage animal protection in large-scale emergencies as outlined in paragraph II above. Provide, direct, and coordinate personnel, equipment, and shelter as required to aid in the protection of livestock during an emergency situation.
2. Craven County Emergency Management: Activate the Emergency Operations Center, if necessary. Responsible for the overall direction of the emergency incident. Request funding and other assistance as deemed necessary by the Coordinator.
3. Craven County Health Department/Animal Control: Provide guidance and support to ensure the safety of all citizens. Assist support agencies to manage animal protection in large-scale emergencies.
4. Craven County Soil and Water Conservation District: Provide personnel and support in locating displaced animals. Provide support for mortality disposal and identify potential disposal sites as a pre-need planning effort.
5. NC Department of Agriculture: Responsible for the enforcement of state regulations concerning livestock health and the movements of animals affected by those regulations. NCDA will also assist in providing information and direction whenever possible with regard to the general health of livestock in these areas.

B. Support Agencies

1. State Animal Response Team (SART): Provide volunteers, assistance, information, training, supplies, and expertise in caring for animals.
2. Craven County Volunteer Center: Provide volunteers to assist in proper care of affected animals.

C. Additional Resources

1. Craven County R.E.I.N.S. (Regional Equine Information Network System): Provide personnel and services to relocate and care for animals.
2. Craven County Livestock Association: Provide personnel, resources, and equipment.
3. Integrated Poultry and Livestock Companies: Provide personnel and equipment to protect, transport, and relocate animals.
4. Private Farms: Provide shelter and supplies to care for displaced animals. Horses should have the following items before transporting to a private farm:
 - a current negative Coggins test chart
 - a list of any vices or strange habits
 - a list of any health problems and special medications being taken
 - OWNERS MUST SIGN A LIABILITY RELEASE FORM.
5. Private stables, paddock, and pasture owners: Provide personnel, equipment and shelter as required to shelter and care for displaced horses and livestock based on need and health status as determined by preventive measures documented by displaced animal owners.
6. Veterinarians: Provide veterinary care to animals and health status verification of displaced animals.
7. North Carolina Wildlife Commission: Provide personnel and equipment as required to protect wildlife.
8. North Carolina Forest Service: Provide personnel and equipment as needed to protect and care for animals.
9. North Carolina Veterinary Medical Association: Provide personnel to aid in the medical treatment of animals. Activate regional Veterinary Medical Assistance Teams (VMAT).
10. Farm Service Agency: Provide personnel and services to relocate and care for animals.

D. Assumptions

1. The owners of large animals, when notified of an upcoming emergency, will take reasonable steps to shelter and provide for animals under their care and/or control.
2. Natural, technological or manmade disasters could affect the well-being of large animals.
3. The county should plan for both emergency situations and to carry out response and recovery operations utilizing local resources. Outside animal care and rescue assistance would likely be available in most large-scale emergencies affecting the county.
4. Animal protection planning should ensure the proper care and recovery of animals impacted during an emergency. These plans may include measures to identify housing and shelter for animals, communicate information to the public, and provide for proper animal disposal.
5. A large-scale emergency in Craven County may warrant immediate response from state and local personnel, agencies, and organizations. However, emergency situations may become compounded due to the nature of the emergency and also require activation of additional specialized agencies through mutual aid.
6. Through effective animal protection planning and organization, disaster relief efforts will be more expedient.

V. CONCEPT OF OPERATIONS

A. General

1. The primary and support agencies identified in the Standard Operating Guidelines will manage and coordinate local animal protection activities. These agencies will use established animal protection and support organizations, processes and procedure. Responsibility for situation assessment and determination of resource needs in the event of a large-scale emergency lies primarily with the Craven County Cooperative Extension Director supported by the Craven County Health Department and in cooperation with the Craven Soil and Water Conservation District, the Craven Livestock Association, individual producers, affiliated integrated production companies and local incident coordinators.
2. Requests for animal protection assistance and resources such as food, medicine, shelter material, specialized personnel, and additional veterinary medical professionals will be transmitted through the Craven County Emergency Management Office to the North Carolina Emergency Management Office. Should the need for federal or state resources exist,

the State Emergency Operations Center will coordinate the requests for assistance.

3. Animal protection operations will be managed under the Craven County Incident Command Master Plan (ICS). Public health concerns will be managed in accordance with appropriate Craven County plans and procedures.
4. Animals included under the plan:
 - a. The sheltering, protection, or disposal of large livestock are the responsibility of their owners.
 - b. Large animals that are lost, strayed, incapable of being cared for by their owners, in danger to themselves or the public, or dead will be the responsibility of Craven County Animal Response Team. These animals will be sheltered, fed, and, if possible, returned to their owners. If the animals cannot be returned to their owners, they will be disposed of in accordance with established animal control procedures.
 - c. Wild animals should be left to their own survival instincts and are not included in this plan. Wild animals out of their natural habitats that are in danger either to themselves or the public will be the responsibility of the N. C. Wildlife Resource Commission personnel, in cooperation with local animal control officials and that section of the Craven C.A.R.T. devoted to pet and companion animal issues.

B. Notification

This plan and implementing procedures will be activated in the event of a large-scale emergency causing a significant need for animal protection and/or disposal. Craven County Emergency Management will determine when these procedures will be implemented and notify the large animal coordinator who will in turn notify appropriate primary, support, and mutual aid agencies. A call-down (alert roster) list will be developed and maintained by the large animal coordinator in conjunction with the Craven Director of Emergency Services.

C. Communications

Communications between the primary and support agencies will occur primarily through telephone, facsimile, and cellular telephone transmission.

D. Public Relations

The Craven County Extension Director and Assistant County Manager will be responsible for the coordination of all media activities and press releases

associated with the protection and disposal of animals. Public Relation responsibilities may include:

1. Promote public awareness and inform animal owners how to prepare and react to all types of disasters through literature, community relations activities, training, and pre-event planning.
2. Recruit volunteers to assist where needed in the event of a disaster.

E. Public Information

The Craven County Extension Director and Assistant County Manager will be responsible for the coordination of all media activities and press releases associated with the protection of animals. For large animals, the primary focus will be to ensure that producers are aware of impending events that could harm or destroy their livestock.

F. Response

The owners of large animals, when notified of an emergency will take all reasonable steps to shelter and provide for animals under their control.

1. Equine

Note: Any equine moved to facilities other than the owners must meet all animal health/disease prevention measures.

a. Search and Rescue

Equine loose or in need of assistance due to the emergency or to the death or evacuation of their owners will be the responsibility of the equine committee (insomuch as all reasonable steps will be taken to provide assistance). Identify key people to assist rescue efforts in the field who have animal handling training and understand the basic emergency management concepts (ICS training). Identify transportation equipment and enclosures. Identify sources for animal restraint equipment lead lines, halters.

b. Evacuated Equine

- (1) Private Resources: Equine from evacuated citizens will be sheltered at private facilities at the owner's expense. The equine subcommittee will maintain and update a list of participating shelters and veterinary clinics. A representative of the equine subcommittee will provide assistance in the transportation of the evacuated livestock either the shelter facility or veterinary hospital and ensuring that a tracking system is in place to unite sheltered equine with their rightful owners. Transportation

to be provided by individuals who perform local transport duties of equine. The equine owner is expected to reimburse transport individuals. Other private horse owners will also be available to assist with transport.

- (2) Equine Evacuation Shelter: If the need arises, the CART may open an equine shelter. Equine will be evacuated and sheltered by the owner or the owner may request assistance from the livestock committee. A shelter or non-occupied equine facility is difficult to find and maintain for an emergency only basis. Evacuated equine would need to have shelter at private boarding barns or with private individuals. This list of people would be kept but could/would change according to available space. Feed, hay, bedding, etc. can be obtained through resources listed in Appendix E. Additional supplies, including corrals and panels may be requested from SART. Equine committee volunteers, SART personnel and private individuals will be trained in equine management and will help maintain facilities.
- (3) Stray/Lost Equine: Due to the size of most equine and the inability to transport large numbers of equine, owners are expected to develop shelter and/or evacuation plans for their own animals. Private farms located throughout the County may be used as shelter facilities for equine. In the event of an emergency situation, the Equine committee will contact prearranged farms and request their assistance in the sheltering operation. The owner will be expected to reimburse the private farms for all expenses incurred during sheltering of equine. If necessary SART may be contacted for boarding assistance of equine at possible locations such as: veterinary hospital at the NCSU College of Veterinary Medicine, the Hunt Horse Complex and the Pinehurst Harness Track.
- (4) Recovery Equine: The Craven C.A.R.T., NC S.A.R.T., and private organizations will support efforts to identify owners of stray/lost animals. If owners cannot be found, representatives will attempt to adopt or sell the animals according to their established procedures. Animals for which no owners can be found and which cannot be placed in adoptive care or sold will be disposed of in accordance with established animal control procedures.

2. Livestock

Note: The large animal section of the Craven C.A.R.T. should develop and prioritize a plan for rapid restoration of power to rendering facilities, feed mills and processing plants and the reopening of roads to livestock facilities to avoid unnecessary deaths.

a. Search and Rescue

Livestock loose or in need of assistance due to the emergency or to the death or evacuation of their owners will be the responsibility of the livestock committee (insomuch as all reasonable steps will be taken to provide assistance). Identify key people to assist rescue efforts in the field who have animal handling training and understand the basic emergency management concepts (ICS training). Identify transportation equipment and enclosures. Identify sources for animal restraint equipment halters, leather gloves, panels, chutes.

b. Evacuated Livestock

(1) Private Resources: Livestock from evacuated citizens will be sheltered at private facilities, at the owner's expense. A representative of the Livestock committee or authorized volunteer will provide assistance in the transportation of the evacuated livestock to either the shelter facility or veterinary hospital and ensuring that a tracking system is in place to unite sheltered livestock with their rightful owners.

(2) Livestock Evacuation Shelter: If the need arises, the CART may open a livestock shelter. Livestock will be evacuated and sheltered by the owner or the owner may request assistance from the livestock committee. A shelter or non-occupied livestock facility is difficult to find and maintain for an emergency-only basis. Evacuated livestock will need to have shelter at private boarding barns or with private individuals. This list of people would be kept but could/would change according to available space. Feed, hay, bedding, etc., can be obtained through resources listed in Appendix E. Additional supplies, including corrals and panels may be requested from SART. Livestock committee volunteers, SART personnel and private individuals will be trained in livestock management and will help maintain facilities.

c. Stray/Lost Livestock

Due to the size of most livestock and the inability to transport large numbers of farm animals, owners are expected to develop shelter and/or

evacuation plans for their own animals. Private farms located throughout the County may be used as shelter facilities for livestock. In the event of an emergency situation, the livestock committee will contact prearranged farms and request their assistance in the sheltering operation. The owner will be expected to reimburse the private farms for all expenses incurred during sheltering of livestock.

d. Recovery Livestock

The Craven County C.A.R.T. large livestock section will support efforts to identify owners of stray/lost animals. If owners cannot be found, representatives will attempt to adopt or sell the animals according to their established procedures. Animals for which no owners can be found and which cannot be placed in adoptive care or sold will be disposed of in accordance with established animal control procedures.

4. Additional Aid

In the event that Craven County Animal Response Team's resources are unable to meet the need for search and rescue personnel, the Incident Commander for the Craven County Animal Response Team will request search and rescue assistance from Craven County Emergency Management who may request assistance from State Animal Response Team.

5. Incapacitation of Shelters

In the event that established shelters are destroyed or incapable of functioning due to the nature of the emergency situation, assistance from veterinary hospitals, stables, adjacent county or other facilities may be requested, to open as boarding and/or medical facilities. In rare cases, during large-scale emergencies, animals may be moved outside Craven County for care and protection.

6. Shelter Staff and Supplies

a. Staff

Private farms and veterinarian hospitals will be responsible for the staffing of their own boarding facilities and will be compensated by the citizens who use the animal shelter according to the established policies of the animal shelter. Boarder and owner will agree upon price depending on the current situation. Remaining animal shelters and hospitals will be staffed with available personnel from Craven County volunteers, assistance from SART and associated agencies. Each individual animal shelter will be responsible for developing the work schedules for employees and volunteers.

b. Supplies

Large livestock producers will be expected to provide food or reimburse the owners of volunteer holding facilities for any feed items consumed during their animals' stay at the facility.

7. Medical Assistance

a. Hospitals

The large animal committee will coordinate the resources for a medical facility for any large livestock, which cannot be accommodated by the various shelters due to the animals' injuries. The veterinarians who work together for emergency clinics from Craven, Carteret and Pamlico Counties will identify private veterinarian hospitals and other locations that may serve as alternative medical facilities and medical shelters as space permits.

b. Staff

Volunteers from the NCSU College of Veterinary Medicine and others will assist in providing the medical care in these medical shelters. Depending on the extent of the emergency situation, volunteers or Veterinary Medical Assistance Teams (VMAT) from the American Veterinary Medical Association may be requested to assist in the medical treatment of domestic and non-domestic animals.

8. Bites/Disease Control

The Craven County Health Department will make vaccinations available to rescue and shelter personnel and will ensure that treatment of bites and injuries is available to affected persons. Outbreaks of rabies and other infectious diseases are a serious threat during an emergency situation. Appropriate steps to minimize that threat will be implemented by the Craven County Department of Environmental Health.

G. Recovery

1. Disposal of Animal Carcasses

Disposal of deceased animals will be coordinated by the mortality disposal committee. They will arrange for disposal of:

- Euthanized animals
- Animals killed in the emergency situation

a. Farm Plan

Each producer should have a disaster plan that consists of the following:

- (1) Identify evacuation route and equipment to move animals.
- (2) Identify on-site designated land for burial with pre-approval by the Natural Resources Conservation Service in accordance with NCDAs & CS's Veterinary Division directives.
 - (a) Site needs to be adequate size and depth to accommodate population.
 - (b) Site should be accessible by trucks (i.e., culverts over ditch).
 - (c) Spray fields can be used, but spraying cannot resume until foliage has covered burial site.
- (3) Determine a contact person to report damages and assistance.
 - (a) County Cooperative Extension Director (C.A.R.T coordinator).
 - (b) Company representatives (for contract produced animals).
 - (c) Emergency Management Coordinator.

b. County Plan

- (1) Identify all premises containing large populations of animals.
- (2) Identify County contact person for administering dead animal emergencies:
 - (a) Craven County Extension Director
 - (b) County health director
 - (c) Other emergency management person
- (3) Identify large clean-out crews (people to remove dead animals and wet/destroyed bedding material). They typically have supplies such as bobcats, loaders, and spreader and dump trucks.
- (4) Identify equipment for handling/hauling dead animals (i.e., bobcats, front-end loaders, backhoes, trackhoes, grain or sand truck-trailers that dump, or large incinerators for burning the dead.)
- (5) Make arrangements with other counties for resources and land space.

- c. Priority on how to handle dead
- (1) 1st Rendering: Must be done rapidly (24-48 hrs) following disaster. Some species cannot be rendered. Deaths due to animal diseases may restrict movement.
 - (2) 2nd Burial: See Attachment B - Animal Burial Guidelines During a Declared Emergency, May 2000.
 - (3) 3rd Composting: Primarily for poultry. Plan for rapid restoration of power to rendering facilities, feed mills and processing plants. High maintenance. Possible used for cover until burial arrangement could be made.
 - (4) 4th Incineration: Usually costly and inefficient. Considered last option due to past track record of improper fuel costly, slowness, air quality problem, inefficient, poorly trained personnel, and ash disposal.

**Annex 17
ESF-17**

TERRORISM/WEAPONS OF MASS DESTRUCTION

I. INTRODUCTION

Craven County and its citizens would be at great risk resulting from a Terrorist / WMD attack, or threat of attack. Mass casualties and fatalities, catastrophic damage to buildings or other types of property, contamination of buildings or property, psychosomatic responses from non-affected citizens and contamination/targeting of first responders could have a major impact on the County's response capabilities. This could also place a major burden on the County's Emergency Medical Services (EMS) system and area hospitals. The situation may not be recognizable as a Terrorism /WMD event until there are multiple casualties. The scope of the incident may expand geometrically and may affect mutual aid jurisdictions. In a WMD incident responders are placed at a higher risk of becoming casualties than in natural disaster events.

II. ORGANIZATION

- Annex Coordinator:** Craven County Sheriff's Department
- Support Agencies:** Craven County Office of Emergency Services
Craven County Mental Health
Craven County Department of Emergency Services
Craven County Volunteer Fire Departments
Craven County Sheriff's Office
North Carolina State Highway Patrol
Craven County Health Department
Craven County Public Schools
Coastal Chapter, American Red Cross
Craven Regional Medical Center
Eastern Regional Advisory Committee (ERAC)/NC RACS
NC Division of Emergency Management
NC National Guard
United States Department of Homeland Security

Line of Succession is as shown below:

1. Craven County Sheriff
2. Chief Deputy
3. Emergency Services Director or Assistant

III. PURPOSE

To facilitate the Craven County response to threats / events relative to a terrorism or weapon of mass destruction (WMD) event. This response must be multi-disciplinary and multi-jurisdictional and will require broad interagency planning, cooperation and coordination between federal, state and local governments. To provide a specialized response of highly

trained personnel and specific equipment to critical incident scenes that may involve acts of terrorism or activation of WMD.

IV. SITUATION AND ASSUMPTIONS

A. Situation

1. The threat of a major incident involving terrorists has increased.
2. Terrorist incidents could include the use of explosives, weapons of mass destruction (WMD), and releases of hazardous materials. WMD's can include explosives, chemicals, biological, nuclear, and incendiary devices. Such situations can pose significant health and safety concerns to the population, property, and environment.
3. Initial emergency response efforts will focus on protecting human health, environment, and property. Such measures could involve parallel efforts to include: command and control, evacuation, fire suppression, rescue, mass casualty/triage operations, contaminant control, and clean-up.
4. During emergencies, law enforcement agencies will expand their operations to provide the increased protection required to lessen disaster conditions.

B. Assumptions

1. Two major complications that emergency personnel will encounter during a terrorist incident are:
 - a. The limited number of trained fire/EMS/law enforcement personnel available.
 - b. Individuals or groups working without authority and/or independently from organized efforts.
2. Major terrorist incidents could threaten a significant number of people within the county.
3. Emergency response personnel (fire/EMS/law enforcement/emergency services) and qualified technical experts will be available with equipment and resources to detect, analyze, evaluate, and cope with most incidents.
4. Planning, training, and coordination of emergency response personnel will serve to reduce hazards and associated risk. Proper development and execution of terrorist intelligence through the law enforcement community and providing information and training to the emergency responders will significantly reduce the number of casualties from a terrorist attack or WMD incident. Warning, detection, prevention, and remedial measures will reduce the effect of these attacks.

5. Jurisdictions may be able to cope with minor situations. However, should an incident become a major emergency, additional emergency resources could be rapidly deployed through existing mutual aid agreements and could be further augmented, if necessary, by County, state, federal, and private industry.
6. A combination of trained personnel and operational equipment can be positioned to detect, measure, report, analyze, evaluate, and conduct counter-measure operations. Local emergency response organizations should be able to effectively manage an accident scene with technical assistance from state and federal agencies.
7. First responders will be first on the scene, may not be prepared to manage it entirely, and are likely to be on their own for several hours or more until specialized resources become available.
8. Substances involved in an incident can be identified within a reasonable time from many sources. These include, but not limited to:
 - a. USDOT Emergency Response Guidebook
 - b. NIOSH Guidebook
 - c. First Responder Chem-Bio Handbook
 - d. Material Safety Data Sheets (MSDS)
 - e. SARA Tier II Emergency and Hazardous Chemical Inventories
 - f. Shipping papers
 - g. Placards and product labels and containers
 - h. CHEMTREC, etc.
9. Emergency planning efforts will assume that most of the population will cooperate with local officials and follow recommended protective activities. Such measures could include evacuation instructions for relocation to designated areas.
 - a. Private automobiles, city, school, and other buses will be the primary means of transportation for evacuation movement. Available alternate transportation resources would be coordinated to support evacuation of the public without transportation, special needs individuals (e.g., handicapped, mobility impaired, developmentally disabled) and the elderly.
 - b. The initial movement of population(s) at risk may occur immediately following the on-scene assessment of the situation by emergency response authorities or by the issuance of an evacuation order by County officials.
 - c. Evacuees could be isolated from their homes for extended periods of time.

10. The first unit to arrive on the scene must not blindly rush to individual victims, but must first perform a rapid assessment of the situation and ensure that proper personnel, equipment, and supplies are dispatched to provide essential lifesaving efforts. These actions and initial decision (in the first few minutes) will influence the entire response and management of the incident. Proper actions and decisions will avoid confusion, chaos, and inefficiency. The responders must take in account the possibility of secondary devices for intentionally injuring emergency responders.

V. CONCEPT OF OPERATIONS

As part of the awareness program associated with acts of terrorism, the first responders must ensure their own protection and the protection of all responding departments. Below are the primary components of the concept of operations. Primary first responders can address some components; the Incident Command System (ICS) will address the others.

A. Threat Assessment

Will be addressed by local law enforcement agencies, SBI, FBI, ATF, and other law enforcement agencies. These groups would provide information to determine the threat level of the incident.

B. Notification Level

Internal/External - Primary/Secondary - Listed below are the primary response and support agencies which are part of the notification process:

1. Law Enforcement
2. EMS
3. Fire Service
4. Hospitals
5. Health Department
6. State Emergency Management
7. Public Information Officer(s)
8. Hazardous Waste Office (State of North Carolina)
9. State Regional Response Team

This list can be expanded as the need arises or as the scope of operations expands. The IC can dismiss departments if the situation changes. Each agency should develop its own internal notification procedures.

C. Command and Control

Response – In any response to a terrorist incident, the Incident Command System will provide all responders with a full accountability system for the entire incident. In addition, under the ICS concept, numerous agency representatives can be the Incident Commander over the time frame and the incident.

D. Crisis Management

Includes measures to identify, acquire, and plan the use of resources needed to anticipate, prevent, and resolve a threat or act of terrorism.

E. Consequence Management

Includes measures to protect public health and safety, restore essential government services, and provide emergency relief of governments, businesses, and individuals affected by the consequence of terrorism.

F. Standard Operating Guidelines

It is essential that emergency response personnel familiarize themselves with their organizations Standard Operating Guidelines and the Craven County Incident Command Master Plan.

G. Threat Conditions

Threat conditions characterize the risk of terrorist attacks. Protective Measures are the steps that will be taken by government and the private sector to reduce vulnerabilities. The Homeland Security Advisory System establishes five Threat Conditions with associated suggested Protective Measures:

1. Low Condition - Green

Low risk of terrorist attacks. The following Protective Measures may be applied:

- a. Refining and exercising preplanned Protective Measures;
- b. Ensuring personnel receive training on HSAS, departmental, or agency-specific Protective Measures; and
- c. Regularly assessing facilities for vulnerabilities and taking measures to reduce them.

2. Guarded Condition - Blue

General risk of terrorist attack. In addition to the previously outlined Protective Measures, the following may be applied:

- a. Checking communications with designated emergency response or command locations;
- b. Reviewing and updating emergency response procedures; and
- c. Providing the public with necessary information.

3. Elevated Condition - Yellow

Significant risk of terrorist attacks. In addition to the previously outlined Protective Measures, the following may be applied:

- a. Increasing surveillance of critical locations;
- b. Coordinating emergency plans with nearby jurisdictions;
- c. Assessing further refinement of Protective Measures within the context of the current threat information; and
- d. Implementing, as appropriate, contingency and emergency response plans.

4. High Condition - Orange

High risk of terrorist attacks. In addition to the previously outlined Protective Measures, the following may be applied:

- a. Coordinating necessary security efforts with armed forces or law enforcement agencies;
- b. Taking additional precaution at public events;
- c. Preparing to work at an alternate site or with a dispersed workforce; and
- d. Restricting access to essential personnel only.

5. Severe Condition - Red

Severe risk terrorist attacks. In addition to the previously outlined Protective Measures, the following may be applied:

- a. Assigning emergency response personnel and pre-positioning specially trained teams;
- b. Monitoring, redirecting, or constraining transportation systems;
- c. Closing public and government facilities; and
- d. Increasing or redirecting personnel to address critical emergency needs.

**Annex 18
ESF-18**

DAMAGE ASSESSMENT

I. INTRODUCTION

A disaster condition can vary from an isolated emergency affecting a single community, to a catastrophic event that affects all of Craven County, including other areas of the State. An accurate and rapid assessment of the damage will help determine human needs as well as that required for the restoration of the infrastructure. A Damage Assessment program is essential in a disaster situation to evaluate the estimated cost of damages and/or loss to property and equipment.

II. ORGANIZATION

Annex Coordinator: Craven County Tax Administrator

Supporting Agencies: Craven County Manager/Finance Director
Craven County Planning Department/Building Inspections
Red Cross Personnel
Municipal Public Works Departments
NC Department of Emergency Management
FEMA Region IV

Line of Succession is as follows:

1. County Tax Administrator
2. Chief Appraiser
3. County Manager
4. County Finance Director

III. PURPOSE

To provide a detailed appraisal of any damage sustained in Craven County as a result of a disaster. To provide for the coordination and utilization of all Damage Assessment personnel in Craven County during any disaster situation; and, further, to provide the basis for the Governor of North Carolina to proclaim an emergency or disaster and/or to request federal assistance.

IV. SITUATION AND ASSUMPTIONS

A. Situation

1. Most hazardous events which may affect Craven County or its municipalities have the potential for causing damage. A planned damage assessment program is essential for effective response and recovery operations.
2. If a significant emergency/disaster occurs, the following series of damage assessment activities will be conducted by local government:
 - a. Initial impact assessment by field services.
 - b. Preparation of an Immediate Situation Report for Control Group.
 - c. Determination of the need for outside assistance/resources.
 - d. Notification/transmittal of Immediate Situation Report to the State/Eastern Branch Emergency Operations Center.
 - e. Initiation of detailed damage assessment activities including dispatch of teams to the field.
 - f. Summary of field information gathered by damage assessment teams for the control group.
 - g. Submission of detailed damage assessment information by the control group to Eastern Branch Office/State Emergency Operations Center.
3. Electric power is essential in order to duplicate county tax maps/records needed for detailed damage assessment. Individual maps are filed in the tax office by parcel name and number. Teams will assess damage by townships and municipalities. Initial summary of damages will be made by operations chiefs to brief the control group.
4. The magnitude of the emergency/disaster may necessitate a need for additional personnel trained to assist in damage assessment. The Division of Emergency Management will be requested for Damage Assessment for Individual Assistance and Public Assistance.
5. Persons trained and experienced in damage assessment can be found throughout the state, in local and state government, and in the business community.
6. Following a disaster, independent damage assessment activities in addition to Craven County assessment will be conducted by a variety of organizations for agency needs including, but not limited to:
 - a. State and Federal Damage Assessment Team

- b. American Red Cross
- c. Insurance Companies
- d. Utility Companies

B. Assumptions

1. A catastrophic disaster will exceed the damage assessment resources of the county and will require additional damage assessment personnel.
2. State, County, and municipal personnel not impacted by the emergency/disaster may be available to assist with impact assessment.
3. A catastrophic disaster will impede the ability of emergency services to provide immediate situation reports.
4. The demand for information by the media may interfere with the County's ability to conduct impact assessment.
5. Damage to the utility systems and the communications systems may hamper the impact assessment process.
6. The thoroughness and accuracy of damage assessment can affect the receipt of recovery assistance.

V. CONCEPT OF OPERATIONS

A. General

Responsibility for preliminary and detailed damage assessment lies with County and municipal governments and other not-for-profit entities (if their facilities are affected).

B. Specific

1. Damage assessment activity will coordinate from the County EOC by:
 - a. Craven County Tax Administrator
 - b. Chief Appraiser -Tax Office
 - c. Geographic Information System Administrator-Tax Office
2. The Damage Assessment Officer (Tax Administrator) will coordinate the compilation of damage assessment information, the plotting of damaged areas on local maps, and the preparation of damage assessment reports for the Control Group.

3. Damage assessment reports will include, but not be limited to information on persons affected, victim mass care, infrastructure survival, damage to vital facilities, and economic impact.
4. Damage assessment reports will be forwarded to the NC Division of Emergency Management, Eastern Branch Office.
5. Damage assessment reports will be reviewed to determine if any outside assistance will be necessary to recover from the event.
6. The Governor may request a Presidential declaration of a "major disaster," "major emergency," or a specific federal agency disaster declaration (SBA, Dept. of Agriculture, Corps of Engineers) to augment state/local/private relief efforts.
7. When the President issues a "Major Disaster Declaration", two basic types of disaster relief assistance is authorized:
 - a. Individual Assistance (IA) includes:
 - Temporary housing (100% federal dollars)
 - Individual/Family Grants (IFG) 25% state and 75% federal dollars
 - Disaster unemployment assistance
 - Disaster loans
 - Legal Services to low-income families
 - Consumer counseling; assistance in obtaining insurance benefits
 - Social Security benefits assistance
 - Veterans Assistance
 - Casualty loss tax assistance
 - b. Public Assistance (PA) 75% federal/25% state funds
 - Debris removal
 - Emergency protective measures
 - Funds to permanently repair/replace road systems, water control/disposal/ treatment facilities, public buildings, public equipment, public recreational facilities, etc.
8. When a major federal declaration is received, the president appoints a Federal Coordinating Officer (FCO) and the Governor appoints a Governor's Authorized Representative (GAR) to coordinate relief efforts and delivery of disaster assistance.

9. A disaster field office (DFO) will be established near the disaster area. If the disaster affects a large region, a satellite DFO may be opened to handle disaster claims from state and local government.
10. Disaster Application Centers (DAC's) will be established in the disaster area for individuals to make application in for assistance. When needed, DAC's can be opened in the following locations:
 - a. National Guard Armory Drill Hall
 - b. Other facilities would be made available
11. If the declaration includes public assistance, an applicant briefing will be conducted for those officials in County, state, local, and private non-profit entities wishing to apply for reimbursements of disaster-related expenses. During this briefing, each eligible entity will submit a Notice of Interest (NOI) and appoint an Applicant's Agent to coordinate the submission of disaster documentation to the Disaster Field Office.

**Annex 19
ESF-19**

EVACUATION/RE-ENTRY

I. INTRODUCTION

Evacuation is the controlled movement and relocation of persons and property necessitated by the threat of a natural, technological, or man-made disaster. The evacuation of large numbers of people from vulnerable areas will stress the limited capabilities of the county's road network. Therefore, a major evacuation of personnel must be initiated as soon as feasible with direction and control and coordination with all appropriate departments/agencies conducted through the County Emergency Operations Center (EOC).

There are several emergency situations that may require an evacuation of part or the entire county. Small-scale localized evacuations may be needed as a result of flood, hazardous material accident, and fire or transportation accident. Mass evacuation could be required in the event of a dam failure, hurricane, or Weapons of Mass Destruction Incidents.

It is assumed that the public will receive and understand official information related to evacuation. The public will act in its own interest and evacuate dangerous areas when advised to do so. If necessary, local authorities will carry out mandatory evacuation.

Authorized fire authority representatives having jurisdiction have the power to direct evacuation of hazardous areas in performance of their duty.

II. ORGANIZATION

Annex Coordinator: Craven County Emergency Services Director
Stanley Kite
(252) 636-6608

Support Agencies: Chairman, Craven County Board Commissioners
Mayors of Impacted Municipalities
Craven Areas Rural Transportation System
Craven County Schools
Craven County Department of Social Services
Craven County Sheriff's Dept./Municipal Police Depts.
NCDOT
NC Highway Patrol
Craven County Health Department
NC National Guard

Line of Succession is as shown below:

1. Craven County Board of Commissioners
2. Mayors of Impacted Municipalities
3. Craven County Director of Emergency Services

III. PURPOSE

To provide for an orderly and coordinated evacuation of the population should it be necessitated by the threat of a natural, technological, or man-made disaster. To establish responsibility, policy and procedure to evacuate all or part of the population from any stricken or threatened disaster area within the County to locations providing relative safety and shelter.

IV. SITUATION AND ASSUMPTIONS

A. Situation

1. The Craven County Schools and the Craven Area Rural Transportation System (CARTS) operate vans and buses capable of transporting handicapped persons.
2. A hazard analysis and vulnerability assessment has been completed which identifies the types of threats to which the County is most vulnerable.
3. Segments of the population that pose special considerations in any evacuation non-English speaking groups, persons living in remote areas of the county, handicapped, and elderly are being identified with assistance from several sources.
4. An attempt has been made by the Craven County Department of Social Services and the Health Department to identify "special needs" populations which may have special evacuation requirements.
5. A comprehensive Hurricane Evacuation Restudy Technical Data Report was completed in 2002 for North Carolina. This study included a traffic analysis defining evacuation routes and clearance times, potential areas that could flood, and a behavioral analysis.
6. Craven County emergency personnel have not experienced a general evacuation in recent years, thus limiting experience in evacuation and re-entry procedures.
7. The County contains numerous mobile homes located on individual sites or in mobile home parks.
8. County does not issue or utilize formal re-entry permits.
9. The Control Group(s) of the affected jurisdictions will make decisions on re-entry into damaged or isolated areas.
10. US Highway 70, NC Highway 17, and NC Highway 55 are the major traffic routes in and out of the County. Evacuations that require the use of these routes could become impassible or greatly delayed.

11. The key bridges within the County for evacuation of County residents to move outside the County or for evacuees traveling through the County are:

Bachelors Creek NC 43	Little Swift Creek US 17
Bachelors Creek US 70	Neuse River, US 17
Bachelors Creek NC 55	Neuse River SR 1400
Bachelors Creek SR 1005	Palmetto Creek US 17, NC 43
Broad Creek NC 55	Slocum Creek US 70
Core Creek NC 55	Swift Creek NC 43
Core Creek SR 1005	Swift Creek NC 118
Creeping Swamp NC 43	Trent River US70

12. Residents of the County could become isolated if these key bridges were to become impassible.
13. Group Homes, Willie M Homes, Contract Homes under the auspice of the Department of Social Services, Mental Health, and other human service agencies may require assistance to relocate their clients in the event an evacuation is ordered.

B. Assumptions

1. Emergency situations may require evacuation of all or part of the county. Small-scale, localized evacuations may be needed as a result of a hazardous materials incident, major fire, or other incident. Large-scale evacuation may be needed in the event of an impending hurricane.
2. Sufficient warning time will normally be available to evacuate the threatened population.
3. Traffic control resources must be in place prior to the public release of an evacuation order.
4. Evacuation and re-entry information will be made available to the public by all available means.
5. If there is significant potential threat, some residents will evacuate prior to being advised to do so by public officials.
6. Most evacuees will seek shelter with relatives or friends rather than accept public shelter.
7. Some residents may refuse to evacuate regardless of warnings.
8. Some people will lack transportation. Others who are ill or disabled may require vehicles with special transportation capabilities. Still, others who are non-English speaking may have to be provided interpreters.

9. Debris or damage to the roadway could hamper re-entry.
10. Effective evacuation should be completed during daylight hours.
11. Large-scale evacuations from oceanfront counties or contiguous counties will impact Craven County.
12. Effective traffic control points will facilitate orderly re-entry into isolated or evacuated areas.
13. Evacuations, when ordered by the Chairman of the Commissioners, will be voluntary rather than mandatory.
14. Re-entry into evacuated areas will be ordered by the Chairman of the Board of Commissioners, after the emergency or disaster situation has ceased to be a threat to life and property.

V. CONCEPT OF OPERATIONS

A. General

1. The responsibility for ordering a County evacuation or re-entry rests with the Chairman, Board of Commissioners. If a single municipality is to be evacuated, the Mayor will issue the order. If the evacuation or re-entry involves multiple jurisdictions, or an area outside of a municipality, the order will be issued at County level by the Chairman, Board of Commissioners.
2. Public information concerning the Chairman's evacuation or re-entry orders will be released through all available media.
3. The Incident Commander at the scene of an isolated emergency in Craven County has the authority to order an evacuation of the area specific to the incident. The Emergency Services Director or staff shall be made aware of isolated evacuation.
4. Regional coordination of traffic control, shelter/mass care, and public information will enhance the total evacuation and re-entry process. The Eastern Branch Office of the Division of Emergency Management will coordinate regional evacuation activities.
5. Law enforcement will implement traffic control for evacuation and for re-entry.
6. All transportation resources within the County will be coordinated by CARTS (ESF-1). The CARTS Official in the EOC will coordinate all contract providers of transportation services to the County.

B. Specific

1. Evacuation

- a. Traffic control points to support evacuation have been pre-determined.
- b. The size of the threatened area to be evacuated will be determined by conditions at the time of the emergency.
- c. Access to defined evacuation areas will be denied to non-essential personnel once an evacuation order has been issued.
- d. Vehicles experiencing mechanical problems during the evacuation will be moved off the roads by necessary means as authorized by law enforcement officials.
- e. Stranded motorists will be assisted by law enforcement officers in reaching a location of best available shelter.
- f. Institutions (nursing homes, rest homes, retirement centers, etc.) within the County must develop procedures for evacuation of patients or residents. When the capabilities of an institution to meet resource requirements are exceeded, the institution will be assisted by the EOC with resource procurement.
- g. Schools will develop evacuation procedures. (EOP Schools) Pre-designated buses will be utilized for students without their own vehicles. Schools within the danger zone for hazardous material spills will develop procedures for in-place sheltering and "walk-away" evacuations. Parents will be advised of the location of reception centers.
- h. That segment of the County's population lacking transportation to a shelter facility will be assisted by the most appropriate means of transportation available, possibly including law enforcement vehicles, school buses, emergency vehicles, church buses, senior citizens vans, and privately-owned vehicles.
- i. Designated special needs shelters will be opened to accommodate that population; specialized means of transportation will be needed to accomplish movement of these people to shelter. Due to the limited numbers of specialized vehicles available for transport, evacuation of the special needs populations will be initiated in advance of a general evacuation.

2. Re-Entry

- a. The decision to allow re-entry to any evacuated/restricted areas of Craven County will be made by the Chairman, Board of Commissioners, based on considerations of public safety.
- b. Evacuated emergency service equipment and personnel will re-enter prior to the re-entry of the public.
- c. The Chairman of the Board of Commissioners will establish the order for the re-entry of the public.
- d. Staging area for incoming resources will be established. All incoming relief resources and personnel reporting to Craven County will be routed to one of the following staging areas:
 - 1. New Bern High School
 - 2. Craven Community College
 - 3. Craven County Fairgrounds
 - 4. Craven County Office Complex
- e. Privately-owned sites for forward staging throughout the County will be negotiated and utilized, as needs dictate.
- f. Certain regional staging areas will be utilized as mobilization points to receive and organize emergency relief personnel and equipment.
- g. Sections of the county may remain isolated or closed to the public even after re-entry begins.

GLOSSARY

Activation

A process by which a facility is brought up to emergency mode from a normal mode of operation. Activation is completed when the facility is ready to carry out full emergency operations.

Aid Agreements, Mutual (Pacts)

Written or unwritten understandings among jurisdictions, which cover methods and types of assistance available during an emergency.

Agency

A division of government with a specific function offering a particular kind of assistance. In the Incident Command System, agencies are defined either as jurisdictional (having statutory responsibility for incident management) or as assisting or cooperating (providing resources or other assistance). Governmental organizations are most often in charge of an incident, though in certain circumstances private-sector organizations may be included. Additionally, nongovernmental organizations may be included to provide support.

Alternate EOC

A site located away from the primary EOC from which civil government officials exercise direction and control in an emergency or disaster.

Amateur Radio Emergency Service (ARES)

A group of amateur radio operators organized by The American Radio Relay League to provide emergency communications wherever and for whomever it may be needed.

Ambulance Service

Composed of all ambulance stations, their personnel, facilities, and equipment at county level; and upon request, local fire departments, rescue squads, neighboring county ambulance services, and appropriate state agencies.

Area Command (Unified Area Command)

An organization established (1) to oversee the management of multiple incidents that are being handled by an ICS organization or (2) to oversee the management of large or multiple incidents to which several Incident Management Teams have been assigned. Area command has the responsibility to set overall strategy and priorities, allocate critical resources according to priorities, ensure that incidents are properly managed, and ensure that objectives are met and strategies are followed. Area Command becomes Unified Area Command when incidents are multi-jurisdictional. Area Command may be established at an EOC facility or at some location other than an ICP.

Command Staff

In an incident management organization, the Command Staff consists of the Incident Command and special staff positions of Public Information Officer, Safety Officer, Liaison Officer, and other positions as required, who report directly to the Incident Commander.

Communications/Dispatch Center

Agency or interagency dispatch centers, 911 call centers, emergency control or command dispatch centers, or any naming convention given to the facility and staff that handles emergency calls from the public and communication with emergency management/response personnel. The center can serve as a primary coordination and support element of the Multiagency Coordination System(s) (MACS) for an incident until other elements of the MACS are formally established.

Continuity of Government (COG)

All measures that may be taken to ensure the continuity of essential functions of the three branches of government-executive, legislative and judicial-in the event of an emergency or disaster.

Crisis Counseling

Service provided by mental health professionals to psychiatric casualties such as bystanders, and relatives of disaster victims that need treatment for shock, anxiety, hysteria, or other extreme stress or loss such as damage to home or workplace, displacement, missing family members, etc.

Critical Infrastructure

Systems and assets, whether physical or virtual, so vital to the county, state, and the nation that the incapacity or destruction of such systems and assets would have a debilitating impact on security, national economic security, national public health or safety, or any combination of those matters.

Damage Assessment Service

Composed of all damage assessment sources and resources, both public and private, and not otherwise under federal or state control, located in Craven County.

Damage Assessment

An evaluation in dollars of the estimated cost for damages or loss to property and equipment.

Direction and Control

The assignment of missions, tasks, and procedures to operate government during emergency operations.

Emergency

Any incident, whether natural or manmade, that requires responsive action to protect life or property. Under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, an emergency means any occasion or instance for which, in the determination of the President, Federal assistance is needed to supplement State and local efforts and capabilities to save lives and to protect property and public health and safety, or to lessen or avert the threat of a catastrophe in any part of the United States.

Emergency Alert System (EAS)

Radio, TV and cable broadcast stations and nongovernmental industry entities operating on a voluntary, organized basis during emergencies at national, state or local levels.

Emergency Information

Material designed to improve public knowledge or understanding of an emergency.

Emergency Instructions

Information provided to the general public during an emergency pertaining to recommendations for actions such as evacuation and sheltering.

Emergency Management

The organized analysis, planning, decision making, assignment and coordination of available resources to the mitigation of, preparedness for, response to and recovery from emergencies of any kind, whether from acts of aggression, technological or natural sources.

Emergency Medical Service (EMS)

Emergency Medical Service includes the full spectrum of emergency care from recognition of the emergency, telephone access of the system, provision of prehospital care, through definitive care in the hospital. It often also includes medical response to disasters, planning for and provision of medical coverage at mass gatherings, and interfacility transfers of patients.

Emergency Operations Center (EOC)

The location from which civil government officials (municipal, county, state and federal) exercise direction and control in an emergency/disaster.

Emergency Operations Center (EOC) Operational Staff

Those designated individuals who are essential for the operation of the EOC in order to provide for the collection, collation, and dissemination of information, make decisions and allocate resources during an emergency.

Emergency Operations Plan (EOP)

A brief, clear and concise document that provides a description of actions to be taken by all individuals and local governments in the event of an emergency or disaster.

Emergency Support Function (ESF)

A functional emergency management area with a corresponding annex in the Craven County Emergency operations Plan, NC Emergency Operations Plan, and Federal Response Plan which tasks agencies and organizational entities within Craven County to provide and/or coordinate certain resources in response to emergencies or disasters.

Emergency Public Information

Information which is disseminated primarily, but not unconditionally, at the actual time of an emergency; and in addition to providing information as such, frequently directs actions, instructs, and transmits direct orders.

Evacuation

Organized, phased, and supervised withdrawal, dispersal, or removal of people from dangerous or potentially dangerous areas, and their reception and care in safe areas.

Federal Disaster Assistance

Aid to disaster victims or state and local governments by federal agencies under provisions of the Robert T. Stafford Relief and Emergency Assistance Act of 1988 (PL 93-288) as amended.

Fire Service

Composed of all fire fighting organizations, their personnel, facilities and resources at county level, including local government, appropriate state and federal agencies/departments, and non-government/volunteer departments.

Hazard

A dangerous event or circumstance that may or may not lead to an emergency or disaster. Hazards may be further differentiated as Natural Hazards or "acts of God" such as earthquakes, tornadoes, floods, hurricanes, wildfires, landslides, or avalanches. Technological Hazards or man-made incidents include toxic chemicals releases, dam failures or bridge collapses.

Hazardous Materials (HazMat)

A substance or material in a quantity or form that may pose an unreasonable risk to health and safety or property when released to the environment.

Incident Command Post (ICP)

The field location at which the primary tactical-level, on-scene incident command functions are performed. The ICP may be collocated with the incident base or other incident facilities.

Incident Command System (ICS)

A standardized on-scene integrated organizational structure that manages the complex demands of single or multiple incidents without being hindered by jurisdictional or geographic

boundaries. The combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure with responsibility for the management of assigned resources to effectively accomplish state objectives pertaining to an incident.

Incident Commander (IC)

The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.

Jurisdiction

A range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authority. Jurisdictional authority at an incident can be political or geographical (e.g., federal, state, tribal, local boundary lines) or functional (e.g., law enforcement, public health).

Joint Information Center (JIC)

A facility established to coordinate all incident-related public information activities. It is the central point of contact for all news media, whether located at the scene of the incident or at another strategic location. Public information officials from all participating agencies and involved entities should collocate at the JIC during the emergency incident.

Law Enforcement Service

Composed of all law enforcement organizations, their personnel, facilities and resources at county level. Upon request, qualified commissioned personnel from state and federal agencies may be utilized.

Mass Care

Organization composed of the Craven County Department of Social Services (DSS), and its personnel, facilities and resources of state and county levels, the Craven County Health Department and its personnel, facilities, and resources at the state and county levels; The American Red Cross and The Salvation Army at local and state levels, the Craven County School District and its personnel, facilities and resources; appropriate federal agencies and supporting private and religious organizations.

Mass Care Services

Resources for basic human needs required as a result of an emergency situation (shelter, food, clothing, information, referral, counseling, and first aid) and provided by the Mass Care organization.

Mitigation

Mitigation activities are those that either prevent the occurrence of an emergency or reduce the community's vulnerability in ways that minimize the adverse impact of a disaster or other emergency.

Mobile Command Post

A transportable command cell capable of exercising direction and control from a forward-deployed location during an emergency. It is a place for commanders of the responding agencies to meet, plan, organize and communicate.

Multi-jurisdictional Incident

An incident requiring action from multiple agencies that each has jurisdiction to manage certain aspects of the incident. In ICS, these incidents are managed under the Unified Command approach.

National Incident Management System (NIMS)

A system mandated by federal legislation that that establishes standardized incident management processes, protocols, and procedures that all responders, federal, state, county, and local, will use to coordinate and conduct response actions. With responders using the standardized procedures, they will all share a common focus, and will be able to place full emphasis on incident management when disaster incidents occur. Additionally, national preparedness and readiness in responding to and recovering from an incident is enhanced since all of the Nation's emergency teams and authorities use common language and procedures.

National Warning System (NAWAS)

A nationwide, dedicated, voice warning network. Its primary purpose is to provide the American population with information of an impending attack upon the United States.

National Weather Service (NWS)

Under the National Oceanic and Atmospheric Administration (NOAA), of the Department of Commerce, the NWS is responsible for providing weather service to the nation. It is charged with responsibility for observing and reporting the weather and with issuing forecasts and warnings of weather and floods in the interest of national safety and economy.

Nongovernmental Organization (NGO)

An entity with an association that is based on interests of its members, individuals, or institutions. It is not created by a government, but it may work cooperatively with government. Such organizations serve a public purpose, not a private benefit. Examples of NGOs include faith-based charity organizations and the American Red Cross. NGOs, including voluntary and faith-based groups, provide relief services to sustain life, reduce physical and emotional distress, and promote the recovery of disaster victims. Often these groups provide specialized

services that help individuals with disabilities. NGOs and voluntary organizations play a major role in assisting emergency managers before, during, and after an emergency.

Preparedness

Those activities, programs and systems that exist prior to an emergency used to support and enhance response to an emergency or disaster.

Prevention

Those activities taken to avoid an incident or to intervene to stop an incident from occurring, such as intelligence and countermeasures.

Public Information

Processes, procedures, and systems for communicating timely, accurate, and accessible information on an incident's cause, size, and current situation; resources committed; and other matters of general interest to the public, responders, and additional stakeholders (both directly affected and indirectly affected).

Public Information Officer (PIO)

The designated individual responsible for disseminating official information relating to emergency operations.

Recovery

Recovery is that phase which restores systems to normal. Short-term recovery actions are taken to assess damage and return vital life-support systems to minimum operating standards; long-term recovery actions may continue for many years.

Re-entry

The return to evacuated areas by resident populations, which may be constrained by time or function based on the existing situation.

Rescue Service

Composed of any or all emergency service organizations, their personnel, equipment, facilities and resources at the county level, including local government, volunteer organizations, and upon request, the appropriate state agencies.

Resources

Personnel and major items of equipment, supplies, and facilities available or potentially available for assignment to incident operations and for which status is maintained. Resources are described by kind and type and may be used in operational support or supervisory capacities at an incident or at an Emergency Operations Center.

Resource Management

A system for identifying available resources at all jurisdictional levels to enable timely, efficient, and unimpeded access to resources needed to prepare for, respond to, or recover from an incident. Resource management under the *National Incident Management System* includes mutual aid agreements and assistance agreements; the use of special Federal, State, tribal, and local teams; and resource mobilization protocols.

Response

Those activities and programs designed to address the immediate and short-term effects of the onset of an emergency or disaster.

Shelter

Pre-identified sites in existing structures or temporary facilities used to house persons displaced as a result of an emergency evacuation or the effects of a natural or man-made disaster.

Shelter Management

The internal organization, administration and operation of a shelter facility by either pertained or emergent leadership.

Shelter Plan

Document used to direct people to the best available shelter as dictated by the situation. The plan identifies the number of and the requirement for shelter spaces.

Situation Reports (SITREPs)

Using statistical, narrative and graphical information from response and recovery operations that help paint the overall picture of the situation. SITREPs should include information pertaining to major actions taken unmet needs and recommended actions, priority issues and request, and an overall narrative situation.

Special Needs Population

A population whose members may have additional needs before, during, and after an incident in functional areas, including but not limited to: maintaining independence, communication, transportation, supervision, and medical care. Individuals in need of additional response assistance may include those who have disabilities; who live in institutionalized settings; who are elderly; who are children; who are from diverse cultures, who have limited English proficiency, or who are non-English-speaking; or who are transportation disadvantaged.

Staging Area

Facility located in the disaster impact area at the local jurisdictional level where arriving personnel and resources are staged pending assignment to an operational site within the affected jurisdiction.

Standard Operating Procedures (SOPs)

A set of instructions having the force of a directive, covering those features of operations that lend themselves to a standardized procedure without loss of effectiveness.

Supply and Procurement Service

Composed of all supply and procurement sources and resources, both public, private, and those not otherwise under federal or state control, located in Craven County prior to or entering the county subsequent to disaster.

Supply and Procurement

The acquisition, use, and payment for those commodities and services necessary during and after a disaster.

Terrorism

Any activity that (1) involves an act that (a) is dangerous to human life or potentially destructive of critical infrastructure or key resources; and (b) is a violation of the criminal laws of the United States or of any state or other subdivision of the United States; and (2) appears to be intended (a) to intimidate or coerce a civilian population; (b) to influence the policy of a government by intimidation or coercion; or (c) to affect the conduct of a government by mass destruction, assassination, or kidnapping.

Title III, Superfund Amendments and Reauthorization Act (SARA)

The "Emergency Planning and Community Right-to-know Act of 1986." Specifies planning requirements at the state and local levels for specified hazardous materials and extremely hazardous substances. It also specifies minimum plan content; requirements for fixed facility owners and operators to inform officials about hazardous and extremely hazardous substances present at the facilities; and mechanisms for making information about extremely hazardous substances available to the public.

Traffic Control

All activities accomplished for the purpose of facilitating the evacuation of the general public in vehicles along specific routes.

Transportation Service

All county, public, private and volunteer organizations within the County, which can be used in transportation support of emergency operations.

Unified Command

An application of the ICS used when there is more than one agency with incident jurisdiction or when incidents cross political jurisdictions. Agencies work together through the designated members of the Unified Command to establish their designated Incident Commanders at a

single ICP and to establish a common set of objectives and strategies and a single Incident Action Plan.

Urban Search and Rescue

The process of locating, extricating and providing immediate medical treatment of victims trapped in collapsed structures.

Volunteer

For purposes of the *National Incident Management System*, any individual accepted to perform services by the lead agency (which has authority to accept volunteer services) when the individual performs services without promise, expectation, or receipt of compensation for services performed. See 16 U.S.C. 742f(c) and 29 CFR 553.101.

Vulnerability or Risk

The degree to which people, property, environment, and social and economic activity are susceptible to injury, damage, disruption, or death.

Warning

The alerting of public officials, emergency support services, and the general public to the threat of extraordinary danger and the related effects of both technological and natural disasters.

Warning Service

A service provided by local governments to warn and alert county and municipal officials and the public of actual or impending disasters.

Weapons of Mass Destruction (WMD)

As defined in Title 18, U.S. C. § 2332a: (1) any explosive, incendiary, or poison gas, bomb, grenade, rocket having a propellant charge of more than 4 ounces, or missile having an explosive or incendiary charge of more than one-quarter ounce, or mine or similar device; (2) any weapon that is designed or intended to cause death or serious bodily injury through the release, dissemination, or impact of toxic or poisonous chemicals or their precursors; (3) any weapon involving a disease organism; or (4) any weapon that is designed to release radiation or radioactivity at a level dangerous to human life.